

**Document Production
Center Management**
Ricoh Professional Services
Improve Speed, Quality and Service

RICOH



proficient



streamlined



dependable

Document Production Center Management

Improving document output and delivery.

No matter what industry you work in, documents are part of your daily life. That is why the document production center, or central reprographics department (CRD), is such a vital component in most organizations. It produces the materials you need to train and develop employees, drive sales and report results.

The CRD can also be one of the most challenging departments to manage. Hiring and training staff are incredibly time-consuming. If turnover increases, document quality suffers. Handling daily workflow is a constant challenge as you juggle the dynamics of job queues, equipment availability, operator proficiency and internal customer expectations. That is why many organizations depend on document production center management from RICOH® Professional Services (RPS).

Energize your central reprographics department with RPS

Ricoh Professional Services excels in on-site document production center management. Whether you have a CRD or need to develop one, RPS can manage all centralized copying, printing and document production services. We also provide advanced services, such as document distribution, electronic proofing, workflow management and job ticket processing. When you outsource document production center management to RPS, you can improve speed and quality — and spend less than you do today.

Measurable gains in productivity

RPS teams run your document production center to your exact specifications. This allows you to maintain control of quality and ensure internal customers get the turnaround time they expect. At the same time, it frees you from managing the staff, technology and other resources required to meet these objectives. With our expertise in process reengineering and our experience in hundreds of CRD environments, RPS can generate measurable gains in efficiency, output quality and service quality, and enable you to reduce document costs.

Consistent, professional-quality results

Document quality is one of the most difficult factors to control in a document production center, and customers notice changes in quality immediately. Without proficiency in document production and related processes, your CRD can consume an inordinate amount of management time. RPS ensures consistently high-quality results two ways. We have rigorous recruiting, hiring and training practices, so turnover stays low and we can maintain continuity of service. We also set benchmarks for quality in CRDs with a manual for each site that uses world-class standards.

Precise cost accounting

In the right hands, a CRD can change from a corporate expense to a center for cost reduction. RPS also offers sophisticated cost accounting procedures, so you can track document spending by user or by department. This verifiable data can then be used to justify budget expenditures or establish a reliable bill-back mechanism. Our workflow management solution can also generate and integrate end-user information and print files to a billing system to simplify transaction processing.

Reliable job management

Effective job management guarantees that your document production center jobs are finished on time, with the quality internal customers demand. To ensure precise work order and job ticket management, our job submission solution streamlines production print workflow to improve productivity, integrates job information with existing production systems to eliminate redundant data entry and automates workflow to optimize performance with minimal operator intervention. File conversions, PDF previews, job tickets and invoices are selected and approved by internal customers at any time, from any location, with a PDF print driver and Web browser. Jobs are then delivered directly into the CRD workflow. Files can also be uploaded as attachments for production.

Archiving and data backup

Automated job archiving and backup is another way RPS can improve productivity in your CRD. We create a central repository of frequently run jobs, which allows us to process requests for these documents more quickly and meet tighter deadlines. Related to this, RPS can handle forms management, including maintaining custody of standard forms, updating forms upon request and populating forms with variable data from current or legacy production print streams.

Discover the RPS difference

RPS teams can show you exactly how we can help your company reduce document spending, streamline workflow and improve accuracy in a wide range of document-intensive processes. For more information contact your local RPS representative today or visit us at www.ricohbusinessolutions.com.



Outsourcing CRD management to RPS helps improve turn-time and document quality while reducing operating costs.

RICOH

www.ricohbusinessolutions.com

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