



## Ricoh Professional Services (RPS) helps organizations increase mailroom efficiency

### International law firm increases mailroom efficiency

#### Challenges

This global law firm needed a reliable solution to their mailroom and document management needs. Administrative employees, paralegals and others wanted consistency among mail services, and management needed to control costs.

#### Ricoh Solution

To streamline mailroom operations, RPS kept the mailroom's main office in its original location, but created satellite mailroom centers on every floor of the office. Each center was staffed by two dedicated employees. RPS also leveraged the building's previously unused dumbwaiter system, which served as the perfect method to transport mail and supplies between the central hub and satellite centers. Staffed satellite centers added consistency the firm's administrative personnel wanted, and served as a point-of-need center for all document management and distribution requests, including copying, faxing, and supply management.

#### Results

The RPS team consistently meets service level agreements and evaluates its performance at weekly meetings. The mailroom services relationship proved so successful that the firm also asked RPS to manage their fax systems and supply room, and engaged RPS in similar contracts in the firm's other national offices. RPS also replaced 140 printers throughout the building with Ricoh models, providing a fixed price per print that saved the firm an estimated \$20,000 to \$25,000 per month.

### Leading automotive manufacturer boosts mailroom efficiency

#### Challenges

An automotive manufacturer's mail system encompassed multiple buildings, offices and departments, all of which depended on consistent, reliable mail delivery. The company lacked an employee directory, however, and didn't have a package logging system, both of which delayed the mail delivery and pickup process, and created significant and costly inefficiencies.

#### Ricoh Solution

RPS compiled a comprehensive employee directory and designated strategic mail stops to speed delivery and pickup throughout the corporate offices. RPS also increased the number of daily mail pickups and expanded mail service to include more buildings. Additionally, RPS implemented a new barcode system, in which packages are scanned when they enter or leave the mailroom, and when they are delivered to the recipient. This system improved package traceability and, when necessary, streamlined the recovery process.

#### Results

Quarterly service reviews that track mail volumes and turn-around times have illustrated RPS's superior mailroom management. This exemplary level of service helped RPS earn its third multi-year mailroom service contract, as well as a variety of other service contracts. RPS is now fully engaged with the services it provides to the manufacturer's North American offices, which include fleet management and document production center services.

# CASE STUDY



## National theme park streamlines mailing system and reduces costs

### Challenges

With multiple sites requiring mailroom service, this popular theme park was in search of a cost-effective service provider. The company required flexibility in adding or scaling back employees as its business ebbed and flowed — both to minimize costs and fulfill changing mail volumes.

### Ricoh Solution

When RPS received the job in 2004, the team analyzed the theme park's existing processes and implemented crucial improvements. The team increased efficiency of the mail delivery process by rerouting courier routes, changing pick-up points and eliminating unnecessary vehicles from the service fleet. Plus, RPS added more personnel to their team when the theme park added two buildings to the account.

### Results

Monthly service reviews consistently show RPS is meeting —or exceeding — service level agreements with the logistical and cost-saving changes the team implemented. In the first year of service alone, RPS saved the theme park \$100,000. To date, they have saved more than \$200,000. These promising results helped RPS expand the account, which increased its on-site presence from 10 to 21.

### 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](http://www.ricohbusinessolutions.com).

## Industry leading communications carrier cuts mailroom costs

### Challenges

In the fast-paced and competitive communications carrier industry, flexibility and cost efficiency of external service providers is crucial to improve the bottom line. The company needed mailroom services that would bend to meet evolving needs and challenges while also minimizing expenses.

### Ricoh Solution

RPS re-engineered the company's existing mailroom system and created a single, centrally located mailroom hub. Satellite mail bins that were strategically placed throughout the office building maintained office-wide mail coverage, without requiring dedicated employees to run each site. The redesigned system streamlined operations like mail sorting, and required fewer employees to handle the workload, which significantly cut costs.

### Results

The redesigned mailroom services enabled the company to reduce central mailroom personnel by more than 50 percent — from 37 to 17 employees — to significantly decrease labor costs. Following the success in the initial model, the company has expanded RPS mailroom services to 35 additional sites. Further, the company has leveraged Ricoh's services in other areas of their business, including courier and reception services.

# RICOH

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