



Ricoh helps AREVA consolidate printer fleet and measure cost savings

Document Management Challenges

- Excess of inefficient, low-volume printers and copiers
- Limited network connectivity
- No centralized management or support

As the worldwide leader in nuclear power and electricity transmission and distribution, the AREVA group continually seeks to expand its presence into new markets. In the growing U.S. market, each office was given autonomy to implement printers and copiers as needs dictated. As a result, document workflow became inefficient and operating costs spiraled out of control.

AREVA had more than 800 desktop printers and outdated analog copiers from a wide range of vendors. Many of the printers — and most of the copiers — were standalone devices, which made maintenance difficult.

There was no centralized management to handle customer requests. It was difficult for the IT department to ensure simple maintenance tasks — such as installing driver updates — were performed correctly. Plus, IT administrators would often travel to non IS-staffed offices to manage systems installations.

With AREVA firmly entrenched in the United States, executives realized it was an opportune time to streamline workflow and cut operating costs. Their goal was to reduce the printer fleet by 10% and connect the remaining devices to the network.

AREVA put the project out to bid. They chose Ricoh after an extensive bidding and negotiation process involving seven vendors. Now, it was up to Ricoh to ensure AREVA executives that they made the right choice.

Recommended Solution

- Conduct DOCutivity® analysis of document workflow
- Replace single-function devices with digital MFPs
- Install @Remote to manage the printer fleet and measure cost savings

Ricoh conducted a DOCutivity® analysis for each office to uncover improvement opportunities. Ricoh installed @Remote to identify every connected printer and measure usage. As a result, Ricoh recommended new document management strategies and systems that would maximize productivity and minimize costs.

AREVA removed 500 single-function printers and 95 analog copiers and replaced them with 160 digital multifunction products (MFPs) that combine copying, printing, and scanning. AREVA can centrally manage and meter the systems using @Remote.

The new MFPs offer advanced scanning technology, which enables AREVA employees to communicate and share information with one another quickly and cost-effectively. The high-volume MFPs also offer faster print speeds and advanced finishing options.

To verify the cost savings realized by the transition from single-function devices to MFPs, @Remote also offers print migration reports. AREVA can compare costs-per-print from the old, single-function devices with costs-per-print from the new MFPs and see actual cost savings. The print migration reports also offer additional scenarios where existing single-function printers can be replaced with MFPs for even more cost savings.

“We wanted a reliable, standardized document management network,” said Les White, Information Systems for AREVA. “Ricoh worked closely with us to understand our specific requirements and to deliver the technology and support we need to continue our growth.”

CASE STUDY



Measurable Results

- Reduced printer fleet by more than 50%
- Cut cost per copy by more than 30%
- Annual projected savings more than \$250,000
- Centralized, automated remote maintenance

By implementing digital MFPs and strategically configuring them throughout the network, AREVA has reduced its printer fleet by more than 50% — far exceeding even the most optimistic expectations. In many locations, one MFP replaces several single-function printers or copiers.

“This was a cost savings issue,” said White. “We simply had too many over- and under-worked single-function systems that were adversely affecting the bottom line. The MFPs allow us to carry out day-to-day tasks more quickly and efficiently at a fraction of the cost.”

The MFPs generate output at up to 45 pages per minute, which is more than twice the speed of most of the removed printers. As a result, the new systems are projected to reduce cost per copy by more than 30%.

With @Remote, IT administrators can monitor the performance of individual systems and measure fleet operating costs across the country from an easy-to-use, Web-based interface at corporate headquarters. They no longer have to travel to each location to perform maintenance and installations. IT administrators can even check output volume in real-time and reconfigure systems remotely to maximize efficiency.

“When we proposed this implementation plan, we faced a lot of skepticism from our end customers,” said White. “But the new systems have received rave reviews. End users love that they can scan large documents at the MFP and have an electronic copy in their email inbox by the time they return to their desk.”

For more information about Ricoh document management solutions, please visit www.ricohbusinesssolutions.com

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