



Ricoh helps transaction processing service provider speed printing, improve customer service

Document Management Challenges

- Print stream includes thousands of four-page documents
- Previous output solution was slow and expensive
- New hardware improved speed, but still leaves room for improvement

As one of the largest transaction processing service providers in the world, this company performs billions of transactions annually for hundreds of thousands of merchants, hundreds of corporations and financial institutions, and many government agencies.

One of the most important activities the company handles for its customers is the chargeback process. Chargebacks are used to settle disputes between consumers and retailers regarding unauthorized transactions, incorrect charges, as well as undelivered, damaged, or returned merchandise. Because chargebacks are time-sensitive, fast processing is critical for keeping customers satisfied. And for the most part, processing speed hinges on how quickly the company can print each "case," a three- to four-page document that includes all the relevant information about the transaction in question.

In an average month, the company prints 62,000 cases at its Baltimore location. These jobs were consuming up to 20 hours per day. The entire run was printed to a suite of desktop printers with limited speed, paper capacity, and exit tray capacity. These printers required tremendous quantities of toner, as well as a full-time employee to monitor them for jams, bottlenecks, and other reliability issues.

But this facility was also a Ricoh Professional Services (RPS) customer, for convenience copying and mailroom services. So when the RPS account manager suggested an upgrade in printers for the chargebacks process, the

company agreed. Ricoh replaced the fleet of desktop printers with two high-volume digital multifunction products (MFPs) that can print up to 105 pages per minute, and output speed improved somewhat. But the Ricoh team was far from satisfied.

Recommended Solution

- Replace desktop printers with high-volume MFPs
- Add MicroPress document production system
- Add specialized software to accommodate chargeback print stream

After the initial printer upgrade, the Ricoh team realized the chargeback cases would require additional production workflow software to take advantage of each MFP's maximum output speed. First, the team added the MicroPress document production system, an output management server specifically designed for print-on-demand environments. The MicroPress server held the case documents as they arrived over the network, then merged them into a handful of large jobs.

After it was installed, however, the RPS team found that the sheer volume of incoming data was quickly consuming the server's processor power as it tried to place individual files in the hold queue. So Ricoh took a final step, working directly with the MicroPress developer to customize and implement a software module called MicroPress Timer. This application holds the incoming data in a queue and merges it prior to the most demanding step of Raster Image Processing, also known as RIPing, during which incoming files are converted into a language that MFPs can understand. The Timer application solved this unique data flow challenge handily, improving output to the full rated speed of 105 pages per minute.

CASE STUDY



Measurable Results

- Reduced chargeback runtime from 20 hours to one
- Cut document costs by \$10,000 per month
- Enabled the company to redeploy staff

With the combination of Ricoh digital MFPs, the MicroPress server, and the MicroPress Timer application, the transaction processing service provider was able to reduce the daily runtime for its chargeback cases from 20 hours to just one.

So far, the company chargeback department is pleased with the Ricoh printing solution. Because the Ricoh team figured out how to accommodate the special challenges that chargeback cases pose, the department is printing documents much faster, which helps improve customer service, and saving thousands of dollars a month.

In fact, during the first six months of implementation, print costs for chargebacks were \$15,000. During the same period in the previous year, print costs were \$75,000. The RPS team estimates that the new solution will continue to save the company approximately \$10,000 every month.

The new printing solution has also given the company more flexibility for managing staff. Previously, it had 10 people dedicated to this single printing requirement. Today the chargeback department has been able to reassign half of its staff while reducing total print time. This gives the department tremendous flexibility for managing its staff and keeping all of its processes running lean.

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

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