



## Ricoh helps global energy company reach a higher standard of document management

### Document Management Challenges

- No global standardization
- Single-function devices
- No enterprise-wide scanning

As a member of the Fortune Global 500, this international, integrated energy company serves customers in nearly 50 countries around the world. When executives took a close at its global document management network, however, they discovered output inefficiencies that compromised productivity and cost the company millions of dollars.

The company's fleet had grown to 5,500 printers and 1,700 copiers deployed at offices throughout the world. Its multifunction devices offered scanning with no enterprise-wide delivery capabilities. Plus, it required many time-consuming steps for the user.

As the company grew, especially internationally, fleet management became more difficult. Device management was centralized, but multiple geographic contracts complicated the procurement, service, and maintenance processes. As a result, the company decided to standardize its output device fleet and streamline document workflow for its employees.

The company sought a document management vendor that offered international distribution, superior service, and the latest technology advances. Ricoh was one of two finalists. After multiple visits with top executives at the Atlanta Technology Center to solidify IT relationships, the company chose Ricoh to implement a document management strategy for its offices worldwide.

### Recommended Solution

- Global, standardized solution
- Digital multifunction products (MFPs)
- GlobalScan™ enterprise-wide scanning

Ricoh recommended a global solution, with one point of contact. Fleet management was covered by a single global agreement, and all devices met standardized specifications. Plus, Ricoh installed @Remote®, an enterprise device relationship management (DRM) appliance to measure device usage and output activity.

With eBusiness, the company could streamline workflow for routine tasks, including supply ordering, meter billings, and service calls. Ricoh also authenticated each device for optimal security. Ricoh used its innovative Alliance Program to seamlessly integrate applications into the network.

The largest site for the document management overhaul was the company's world headquarters. The fleet at this location comprised 529 networked devices for 4,200 employees. Ricoh analyzed volume by equipment type and realized 15% of the volume produced more than 40% of the cost.

Ricoh replaced the existing fleet with 159 digital multifunction products (MFPs) that combine printing, copying, scanning, and faxing.

Each MFP included GlobalScan with RightFax, which enabled employees to scan and send electronic documents directly from the MFP control panel to any recipient in the email directory. Plus, MicroPress® document production systems were deployed in reprographic centers to manage distributed host printing.

# CASE STUDY



## Measurable Results

- Projected three-year savings for the headquarter's location to exceed \$1 million
- Reduced headquarters fleet by 27%
- Service response times far exceed SLA expectations

The document management overhaul for the the company's world headquarters is expected to deliver three-year cost savings of more than \$1 million.

The MFPs enable users to perform any document-related task directly from the control panel to improve productivity. Plus, strategic placement of the MFPs allowed the company to reduce its fleet of output devices by 27 percent.

Because each MFP is authenticated, the company can prevent unauthorized users from accessing critical MFP functions. Ricoh also customized a locked print feature to limit print capabilities by department for cost-effective print management.

With the implementation of a standardized fleet, eBusiness service-call placement, and on-site key operators, the company has improved its service and support. In fact, the average response time for service calls is about three hours, which easily exceeds the four-hour response time in the Service Level Agreement.

The headquarters implementation was the first step in the budding Ricoh partnership with the company. Ricoh is continuing to use @Remote and Web SmartDeviceMonitor for a comprehensive view of the fleet to help identify device costs across the enterprise.

Ricoh has also placed on-site personnel at four of the company's sites. It has seven GlobalScan servers deployed in three countries, serving more than 1,200 MFPs, as well as many MicroPresses and wide-format printers. In addition, the company is reviewing how to use Digital StoreFront™ for automated job submission to reprographic centers.

***For more information about Ricoh document management solutions, please visit [www.ricohbusinesssolutions.com](http://www.ricohbusinesssolutions.com)***

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