



Ricoh builds on 40-year relationship with large national insurer

Document Management Challenges

- Transform analog fleet to fewer, more advanced digital MFPs
- Monitor print migration to help reduce print spending
- Support corporate headquarters and independent agents

Vendor relationships that span 40 years are a rarity in any industry, but this is exactly what Ricoh has built upon with one of the largest insurers in the United States. During this time span, the vast, multibillion dollar insurance organization has renewed its contracts without interruption.

Along the way, Ricoh helped the insurance company transition a national installed base of more than 6,000 analog copiers to a leaner, more productive fleet. Today, the company has approximately 4,500 systems distributed throughout its corporate headquarters and more than 20 regional claims processing centers. The majority of these systems are digital multifunction products that are connected to local networks and serve as walk-up digital copiers, network printers, and/or fax machines.

The path from the pre-digital fleet to the latest digital document management systems included an extensive DOCutivity® analysis. This process revealed widespread underutilization of existing copiers and many opportunities to consolidate workflow among a smaller number of more advanced systems. Ricoh continues to work with the insurer to analyze the distribution of print jobs among network printers (which tend to cost more per page) and connected MFPs (which tend to cost less per page), and identify ways to migrate more jobs to MFPs when appropriate.

In addition, Ricoh serves as a recommended supplier for the company's thousands of independent agents, offering a wide range of digital MFPs and other high-quality document management systems.

Recommended Solution

- Removed unnecessary capacity from CRDs to cut maintenance costs
- Support 24-hour delivery of equipment for catastrophe response program

There are two critical areas where Ricoh has helped this large insurer improve outcomes and fulfill its mission. Each of the company's regional claims processing centers includes a traditional CRD environment for high-volume printing. These CRDs had long been using super-high-volume systems (from another provider) that are designed for use in commercial printing applications. Not only did these systems offer far more capacity than a CRD could ever use, they were very expensive to maintain.

Ricoh was well-positioned to offer a smarter solution. Eventually, the contracts for the super-high-volume systems came up for renewal and Ricoh MFPs replaced the competitive equipment in 10 of 12 CRDs. This allowed the company to dramatically reduce operating costs, while maintaining the speed and quality of print output.

Ricoh also plays a vital role in the insurer's catastrophe response program. Immediately following any natural disaster, the insurer sets up local operations within 24 hours, and begins processing and paying claims promptly. To accomplish this, the company needs on-site copying, printing, and fax capabilities. Through close coordination with the insurer, Ricoh delivers the equipment within 24 hours and sends field technicians to install and maintain the systems. In a heavy hurricane season, this may involve deploying up to 200 systems per month. The program is one of the most visible ways the insurer fulfills its customer promise. Ricoh remains the only document management provider willing and able to support the program.

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

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