

# Case Study

DB Breweries



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Virginie Wethey, Procurement Specialist, DB Breweries

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## Project Summary

**Requirements** To project manage all aspects of the transition from the incumbent supplier to Ricoh following a tender process.

**Solution** Ricoh's expertise and qualified project management personnel to audit, design, coordinate, supervise and report on the change management activities.

**Benefits**

- Limited commitment of client resources
- Project management designed for DB
- Dedicated Ricoh project management team
- Project visibility
- Smooth transition of print services and staff education
- Custom built intranet site.



# Case Study: DB Breweries

## Background

DB Breweries is one of the largest breweries in New Zealand with offices and brewing operations across the country.

## The Challenge

After awarding Ricoh their Print Services business through a tender process, the Print Services project required an optimisation study, redesign, product and solution evaluation, synchronised rollout and user training within a limited time frame. With so many existing projects also due for completion at the same time, DB IT looked to their new business partner Ricoh to take ownership of the Print Services implementation.

## The Solution

Ricoh assembled a Print Solution Forum to project manage the transition of the rollout. A dedicated Ricoh Project Manager was appointed who planned, documented and reported on all tasks that needed to be completed from the optimisation audit and redesign, infrastructure review, software design, evaluation of hardware and software, communication to sites, deployment and implementation of 53 units nationwide.

## Benefits

### Limited commitment of client resources

DB relied on Ricoh's expertise and personnel to manage and oversee the transition, allowing DB's IT Department to focus on other critical projects.

### Project management custom designed for DB

Ricoh took ownership of the project and set about achieving the committed expectations and change management deliverables. There was a structured order to tasks that complemented the process that needed to occur during the timeline of the project. Virginie Wethey, DB Breweries, Procurement Specialist was impressed with the changeover and outcome, "It worked really well, all went smoothly, and the implementation Ricoh delivered was exactly what they promised in the tender."

### Dedicated Ricoh project management team

Ricoh's Print Solution Forum team was led by a dedicated Project Manager and Key Account Manager. "It was very easy to deal with Ricoh, we didn't have to micro-manage them and I could rely on them to respond to my questions" said Virginie.

### Project visibility

Project visibility with DB was maintained via weekly email updates and fortnightly review meetings with the DB IT Project Team. This ensured that the DB Project Team had full understanding and visibility of the project's progress.

### Smooth transition of print services and staff education

Communication to users was paramount in ensuring acceptance and adoption of any new technology, supported by on-site training and follow-up.

### Custom built customer service website

A Ricoh website was specifically developed in conjunction with DB Breweries to introduce the products, services and support facilities available. DB currently hosts a link to the new website on the front page of its intranet, which enables staff to log service and support issues directly with Ricoh rather than going through the DB Breweries IT Service Desk.

## Why Ricoh?

Ricoh provided a solution that was tailored specifically for DB Breweries' requirements and within a short time frame. For Virginie, "I haven't been disappointed in the decision to appoint Ricoh as the preferred printer supplier."



DB Breweries' custom built Ricoh website.