

CASE STUDY

RICOH
CONSULTING
SERVICES
SMOOTHER RUNNING SYSTEMS

National Representative of the Dairy Farming Industry



Background

This is a national organisation that represents all New Zealand dairy farmers to protect and advance their competitive edge in the global marketplace.

Challenges

Many staff are involved in government funded research projects. However, locating and controlling the large number of documents being generated by projects was proving to be very difficult. In addition to this, an inconsistent mix of multifunctional devices (printer/scanner/fax in a single machine) and inkjet printers was inefficient for staff to use, and the IT team to manage.

Solution

Document Accessibility and Control

One of the Ricoh Consulting Services team worked closely with the organisation to get a firm understanding of the requirements, then developed a customised scanning and electronic document management solution (EDMS) that's easy to use because it's intuitive.

Device Automation and Reporting

Previously, an IT Services Desk person had to order consumables and organise service call-outs. Now, this all happens automatically thanks to @Remote™, Ricoh's exclusive device monitoring and management tool.

Device Standardisation

A consistent fleet of Ricoh MFDs and laser printers was installed on a shared network at branches nationwide.

Workflow

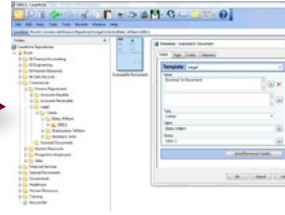
A Smoother Running System



'Document type' button is pressed on the MFD control panel. The document is scanned and 'OCRed'.



Basic project information (meta-data) entered.



Scanned documents are automatically filed in the right place in the EDMS, according to meta-data.



Documents are instantly accessible to authorised personnel across all branches.

Benefits

Document Accessibility and Control

Documents generated throughout the lifecycle of each research project are now easy to scan, file, track and access. As an added bonus, the organisation finds the security of the system excellent because they're able to easily control user access to specific documents, tag documents according to their use (eg. confidential) and can keep track of 'checked out' and 'checked in' documents.

Device Automation and Reporting

With Ricoh's @Remote, staff are no longer diverted from their core roles to place orders for toner or arrange hardware servicing. @Remote also shows the true costs of printing, by reporting accurately on paper and electricity usage.

Device Standardisation

The Ricoh MFDs are consistent across the entire fleet, so all user interfaces have the same logical and easy to use layout. Additionally, all devices are managed under the one cost per print contract.

Our Approach

Ricoh Consulting Services were proactive, seeking out the 'big picture' and arriving at a solution that best fitted the organisation's immediate needs, as well as providing a future-proofed platform for further development.

The level of service and support provided by Ricoh Consulting Services has been impressive.

Group Director of Information Technology.

Project Summary

Client: National representative of the dairy industry.
Based: Hamilton head office, branches nationwide.
Needs: Improved accessibility and control of shared documents.
Achieve efficiency in usage and management of copying and printing devices.
Solution: Customised document scanning and electronic storage solution, with Ricoh multifunctional devices and consulting services.
@Remote™ device automation and reporting.