

# Equitrac® Office

Track your printing and copying costs while managing your entire document output for maximum productivity, security and return on investment.

## Detailed cost control and reporting

Accurate allocation of printing and copying costs back to each user, department, project or client

- Create quotas and account balances for users, departments and projects. Users see a balance summary at login and logout
- Equitrac provides up to 80 automated report types, all of which can be scheduled for a specified day of the month and can be exported for upload into ERP Systems.

## A secure printing environment

Secure printing gives users the power to control the timing of their output. After swiping their access card over the swipe card reader at the MFD (or entering their access PIN), users can view documents in their queue, then release them for printing.

- Strengthened security. Jobs reside on a secure server—not on system hard drives. Plus, fewer documents sit unattended in output bins since they are held until released by the user.
- Administrators can schedule automatic deletion of jobs from the server after a preset time limit.

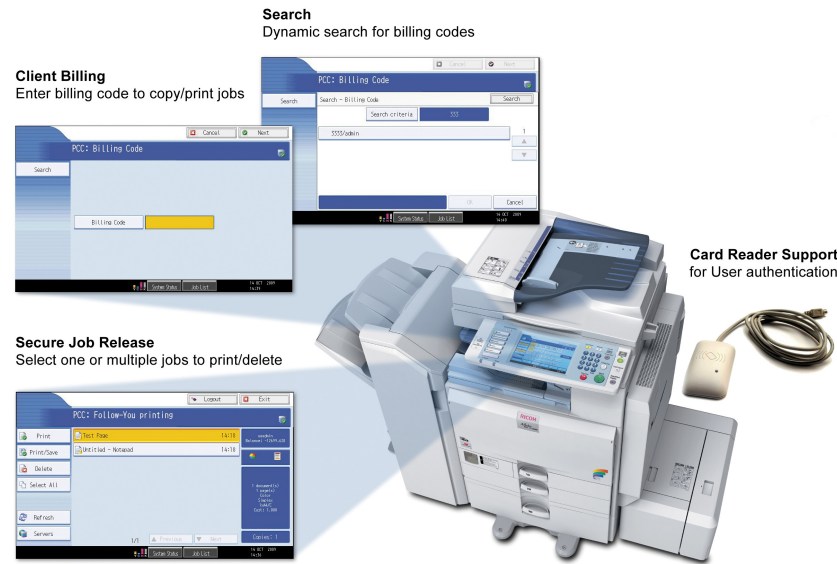
## Follow-You™ printing

Follow-You printing extends the basic secure printing setup by allowing users to release print jobs from any MFD on your network.

## Easy installation and launch

Simplified administration improves service levels and reduces help desk calls

- Device configuration takes place at a centralised server console panel instead of at individual MFDs
- Terminal-free convenience. No extra cables, no need to disassemble and reassemble MFDs, no terminal configurations or malfunctions.



# RICOH

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# RICOH

effective business solutions

# Case Study

Central government



CONSULT



INNOVATE



SUPPORT



SUSTAIN



GLOBAL



## Project Summary

- Client:** \*Large New Zealand government ministry
- Location:** Wellington
- Sector:** Central government
- Requirements:**
- Transparency of printing and copying costs
  - Reduce the number of printers
  - The ability to 'release' print jobs from any device in the building
  - Efficient and effective device fleet management
  - Integration with a central fax server
  - Efficient network scanning to email
  - Security of sensitive information contained in print, copy and scan jobs
  - Records Management Act compliant scanning
- Solution:** Equitrac® Office, Web SmartDeviceMonitor, ScannerVision™ and Ricoh multifunctional devices, fitted with Data Overwrite Security Units.

\*As government ministries are not permitted to publicly endorse suppliers, the ministry's identity is not disclosed.

# Ministry governs office printing

**Centralised, time saving printer fleet management, plus control of printing costs – sound interesting? That’s what this government ministry achieved with help from Ricoh.**

## Background

The ministry has created a collaborative working environment at their national office, with printing facilities playing a leading role.



High speed shared devices can be centrally located.

## Requirements

- The ministry wanted to create a printing and copying environment that could be efficiently managed, whilst increasing the flexibility and quality of output for staff. In particular:
- They wanted to understand how printing costs were spread across the organisation. This meant auditing of printing, copying and scanning by device, department and user.
  - Secure printing to shared multifunctional devices\*\* (MFDs) in order to remove the large number of personal printing devices, which were proving expensive.
  - Staff needed to be able to send a document to print, then release it from any MFD in the building.
  - A centrally managed printing solution. For example, when a change was configured on one device, it would be replicated on all machines.
  - The solution needed to integrate with the ministry’s centralised fax server (Message Manager).
  - Efficient network scanning direct to email.
  - Print, copy and scan jobs were not to be stored on the MFDs’ hard drives.

- The solution also needed to comply with The Records Management Act, requiring Government departments to store scanned documents in a specific electronic format.
- The new system also needed to cater for staff visiting from other offices.

“It’s a great system. The machines are user friendly and we can see when and where our printing budgets are being used.”

Ministry Support Services Manager

## Solution

- First, the Ricoh account management team spent time with the Support Services Manager and other internal stakeholders to ensure they fully understood the ministry’s requirements. The solution from Ricoh incorporates:
- Equitrac Office software, which provides detailed print, copy and scan reporting.
  - Secure and Follow-You™ printing. Staff simply swipe their building access proximity card at any MFD in the building and select the print job they would like to print at that time. In addition, to help reinforce efficient staff behavior, the cost of each print/copy session is shown on the MFD’s screen. Staff visiting from other offices can still print by typing in their staff PIN code.
  - Ricoh Web SmartDeviceMonitor for fleet management.
  - The MFDs are linked to the ministry’s fax server, enabling easy, compliant faxing.
  - All MFDs are connected to the ministry’s internal staff directory, allowing staff to scan a document and easily email it, directly from the Ricoh MFD’s touch screen.
  - Ricoh Data Overwrite Security Units fitted to each MFD ensure sensitive information cannot fall into the wrong hands, by automatically overwriting all print, copy and scan data on the MFDs’ hard drives.
  - ScannerVision software has been adopted to save scanned documents in secure PDF Archive (PDF-A) format. The files can be directly routed to the correct location within the ministry.

## Benefits

### Financial

Ministry Support Services receive emailed monthly usage reports automatically generated by Equitrac. At a glance, they can see how printing costs are distributed - even who the high users are. The next step will be to implement Ricoh’s ‘Green Reporting’, for clear monitoring of paper and electricity consumption.

The new devices print faster and produce better quality documents than the old desktop devices. As a result, the ministry has been able to reduce the amount of work they outsource to external printing firms.

If a print job is not released within 90 minutes, it is automatically deleted from the print queue, minimising unwanted printouts and decreasing waste.



Ministry staff can release their print jobs from any of the MFDs in the building, simply by swiping their building access proximity card.

### Efficiency

Users love being able to send a document to print, go to a meeting on another floor and pick up their documents from the most conveniently located MFD. There is no PIN or code number to remember and no extra swipe card to carry around!

The Ricoh MFD’s user-friendly, full colour touch screen is consistent across all models, meaning staff can efficiently use any MFD in the building.

“We get monthly reporting from Ricoh – it shows the volumes, the price, machine servicing... it shows you everything!”

Ministry Support Services Manager.

### Fleet management

Ministry Support Services are on the ‘front-foot’, receiving automated email alerts when paper or toner supplies are running low, or if machines have paper jams or other faults.

With Ricoh Web SmartDeviceMonitor, 15 minutes is all it takes to configure all of the building’s MFDs. So, for example, it is easy to set all MFDs to default to copying double-sided in black and white.

## Why Ricoh

Ricoh New Zealand’s account management team built a solid relationship with Ministry Support Services and other key ministry staff.

Other manufacturers also said their solutions could meet the ministry’s needs, but when trialled, Ricoh’s hardware and software were found to be the most user-friendly - both at administrative and end-user levels.

Each month, Ricoh produces a performance report for the ministry, providing a transparent account of machine performance and Ricoh services.

**To learn more about Ricoh’s solutions or to meet with a Ricoh consultant, contact us on 0800 2RICOH (0800 274264).**

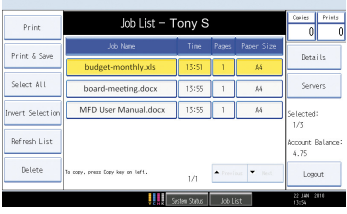
## Follow-You™ printing at the ministry – secure and convenient



The user sends their job to print as normal.



At the MFD of their choice, the user swipes their building access card.



The user selects which of their jobs to print out. Their outstanding printing account balance is displayed.



The print job(s) are outputted.

\*\*Multifunctional device (MFD): A single machine that, depending on options selected, acts as your copier, printer, scanner and fax.