

Case Study

People Potential
NZQA training provider



Jessie Murphy, Office Administrator, People Potential

“The Ricoh solution is better value and more reliable.”

Kevin Ross– Financial Controller, People Potential.

Project Summary

Requirements To improve staff efficiency and reduce operational costs.

Solution Ricoh multifunctional devices, combined with a fixed cost per page printing and copying plan.

Benefits

- Savings of \$3,000 per month
- Improved device reliability
- Increased staff efficiency
- Potential for further efficiency gains from Ricoh software.

Case Study: People Potential

Background

People Potential provide NZQA approved training for a wide range of career options, including; computing, horticulture and hairdressing.

Challenges

Kevin Ross, Financial Controller of People Potential was looking for a new provider, as he was not happy with increasing prices and reduced reliability of printing/copying devices from the incumbent supplier.

Solution

Kevin received various proposals from competitors, including one from Ricoh that offered a competitive pricing plan, which would enable People Potential to see significant savings.

Ricoh's pricing plan meant that People Potential would pay a fixed rate per black or colour print/copy. The plan has an agreed print/copy volume per month that is suitable for People Potentials' needs.

Ricoh provided them with a superior overall solution, which included the rationalisation of the existing number of machines and better placement of *multifunctional devices (MFDs) around their various locations.

Benefits

Reduced printing costs

The total solution from Ricoh, including fixed cost per print and device rationalisation has resulted in savings of around \$3,000 per month!

Increased staff efficiency

The machines that Ricoh recommended to meet People Potentials' requirements were a mixture of colour and black and white MFDs. A high volume MFD was placed in the busiest section allowing up to 4,400 standard prints without staff having to stop work to refill the paper trays.

The new Ricoh devices have intuitive colour touch screens, with buttons linked directly to key functions such as copy, scan and fax, enabling easy use for staff.

Reliability of Ricoh devices and after-sales support

Kevin has found that the Ricoh MFDs have been more reliable, which has meant less down-time. So, staff productivity is not held up.

People Potential received training from one of Ricoh's skilled operator trainers who taught staff how to use all aspects of the devices.

Integration with software solutions

Ricoh MFDs offer potential for further efficiency gains, by integrating into software solutions such as copy/print cost reporting and automated metre reading.

Why Ricoh?

Kevin was happy with the financial benefits of switching to Ricoh, accompanied with the MFDs' easy-to-use features. Kevin also likes the fact that Ricoh Northland sponsor Northland Rugby, which shows their commitment to the local community.

In addition, Ricoh offsets the emissions associated with People Potentials' usage of their Ricoh devices through their carbonZero^{Cert}™ certification. The knowledge that his organisation's carbon footprint is reduced by Ricoh is something that stands out for Kevin, "Definitely the way of the future – good on Ricoh."

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