

# Case Study

**RICOH**  
imagine. change.

Te Papa



“It’s less about the total cost of ownership and more about the total value of the solution.”

Neil Cowley, Manager — Information Technology, Te Papa.

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## Project Summary

**Requirements** To improve staff efficiency and reduce operational costs.

**Solution** Ricoh’s multifunctional devices, combined with print and copy control software.

**Benefits**

- 25% reduction in printing volume.
- Information security through ‘Secure Printing’.
- Monthly reports encourage accountability.
- Reduced IT administration.
- Ease of use and flexibility for staff.



# Case Study: Te Papa

## Background

Te Papa is New Zealand's innovative national museum and a recognised world leader in interactive experiences.

## Challenges

The museum wanted to make the most of the latest office equipment technology in order to maximise efficiency, including providing a consistent user experience across the business, whilst minimising administration and overall printing costs.

## Solution

Neil Cowley, Manager – Information Technology, and his team consulted Ricoh to scope out the potential benefits available from new technology. Based on this, Te Papa chose Ricoh's multifunctional devices (MFDs\*), together with a print and copy control solution, which includes Follow-You™ and Secure Printing.

## Benefits

### Reduced printing volumes

Immediately, Te Papa saw the benefits of Follow-You printing. It has produced a 25% reduction in printing, as documents only physically print out when they are 'released' at the MFD's touch screen by the staff member. Print jobs that aren't 'released' are automatically deleted after eight hours. Neil says: "Everyone has commented on the lack of paper lying around the MFDs."

### Information Security

'Secure Printing' ensures that confidential print jobs are only picked up by the correct person, as the person producing the document has to 'release' it at the MFD in order for it to print.

### Accountability

The print and copy control solution has enabled monthly reports to be easily created and sent to managers. These summarise the print and copy volumes (by black and colour)

that their departments and individual staff members have generated. It also makes it easy to charge-back departments for their printing.

### Reduced IT administration

Staff simply swipe their standard building access cards at the MFDs in order to use them. As there is no need for special cards, this has reduced administration costs. Also, the Ricoh MFDs are active directory enabled, for scanning directly to email. This means that the IT department doesn't have to load email addresses onto the devices.

### Ease of use for staff

Ricoh MFDs have provided Te Papa with a consistent user experience across their business – from the MFDs' intuitive touch screens through to the same Ricoh support and servicing throughout the museum.

### Flexibility

Follow-You printing enables each user to release their print jobs from any Ricoh MFD. So, printouts can be collected when and where needed, even from an MFD in Te Papa's second building. This is also useful if staff have an urgent print job, but their first choice of printer is being used by someone else or a big print run.

### Full colour

The Ricoh MFDs can print and copy in full colour, as well as black. "Don't be scared of colour, because its usage can be transparently seen via the print and copy reporting and can be disabled if necessary, per individual user," says Neil.

## Why Ricoh?

As Neil says: "Ricoh has provided expertise, which has paid dividends". Going beyond the role of a traditional supplier, Ricoh has been a proud sponsor of Te Papa since 2000. The relationship with the museum brings them the latest technology that helps streamline Te Papa's business processes.

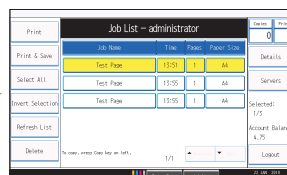
## Follow-You™ printing at Te Papa – secure and convenient.



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.