

# Managed document service releases resource and will save University €700,000 per annum

Ricoh's Managed Document Service (MDS) is helping the University of Groningen transform its document infrastructure. Ricoh printers and multifunctional products (MFPs) and legacy third party devices are supported by Ricoh, delivering near 100% uptime. Ricoh continues to work closely with the University to develop and optimise services. The partnership has released University staff to core activities. MDS presents the opportunity for a 60% reduction in fleet numbers and will save the University €700,000 per annum.

**The Challenge**

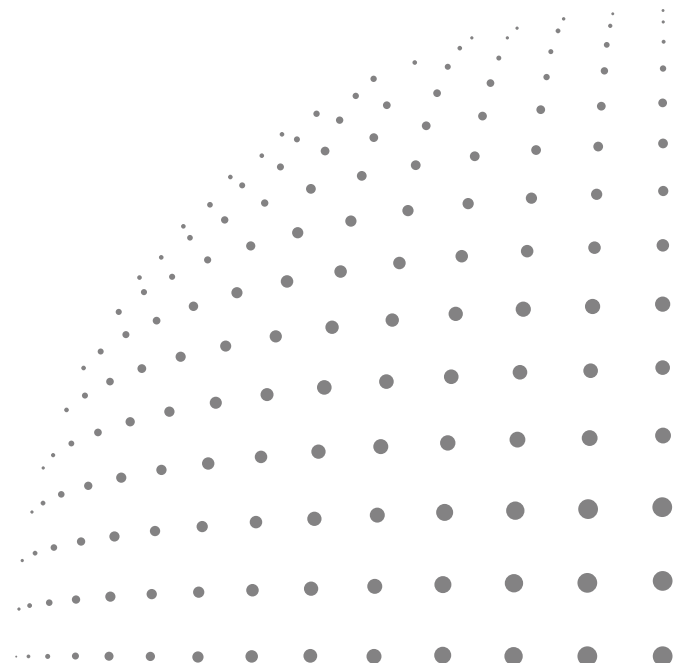
Founded in 1614, the University of Groningen is recognised as one of the leading research universities in Europe. The University is central to life in the town of Groningen with 28,000 students and 6,500 members of staff making use of facilities which are spread across more than 80 sites and 150 buildings in the university town.

The University's document infrastructure had developed over time to meet the needs of students and staff located in the University's many remote buildings. Printers, fax machines and scanners had been purchased from a variety of different suppliers. Some were connected to the University's network, others were used as standalone devices.

There was widespread dissatisfaction with the quality and effectiveness of the existing document infrastructure. Students and staff moving from one location were faced with unfamiliar technology. Many devices had limited functionality. When equipment stopped working, it wasn't clear who to call for service or which supplies were required.

Supporting the document infrastructure tied up internal resource. The IT and Facilities departments would be called upon to resolve technical issues, replenish paper and arrange service. At management level, spiralling costs were a concern. In addition to contracted lease and service costs, the University was spending huge sums on printer consumables.

Recognising that utilising a managed service would simplify support processes and provide control over costs, the University tendered for a new supplier. The University was looking for a single service partner capable of managing a wholesale transformation of the document infrastructure and providing an optimised, cost effective and supported service.



## Ricoh's Solution

**1. Understand:** Ricoh consulted with the University to gain a full understanding of its needs and requirements before responding with a structured development plan. With many legacy devices not visible on the network, Ricoh adopted an 'open door' approach to the audit process. Looking under desks and behind closed doors, Ricoh's consultants identified every imaging device. More than 1300 devices and 360 model variants were identified. Of those, around 800 were 'personal' printers.

**2. Improve:** To ensure continuity of services, it was agreed that frontline machines would be replaced immediately with more versatile and cost efficient printers and MFPs. Other devices would be upgraded later following a thorough evaluation of the University's requirements. Balancing local needs against equipment costs, Ricoh developed an optimisation plan that could eventually see 480 devices and 8 model variants replace 1300 machines, a 63% reduction in numbers and a 98% reduction in model variants.

**3. Transform:** In the initial phase, 500 legacy machines were replaced with just 320 state-of-the-art printers and MFPs. To ensure that the needs of all users are met, there is a black-and-white device within 30 steps of every user and a colour device within 100 steps. Rather than use a specific printer, students print to a secure server. Work can be collected from any device, at a time and place convenient for the user. Public transport identity cards are used to authenticate the user and release print.

**4. Govern:** The new Ricoh printers and MFPs and 100 or so older third party devices are serviced by Ricoh. The devices are monitored using Ricoh's @Remote management software. The remote diagnostics facility allows Ricoh to resolve technical issues before they become apparent to users and replenish supplies in advance of need. Ricoh's managed service solution dramatically reduces downtime, increasing end-user satisfaction. And, with the University's staff no longer required to support equipment, resource has been released to other activities.

**5. Optimise:** Ricoh's Managed Document Service has transformed the document infrastructure at the University of Groningen and will ensure delivery of further optimisation based upon the University's evolving needs.

### Customer Benefits

Reducing the size of the fleet and replacing inefficient technology provides the University with a savings opportunity of €700,000 per annum.

Money aside, the biggest advantage of Ricoh's solution to the University is service management. "We didn't want to waste our time managing and supporting printers, we wanted a managed solution with one supplier servicing all of our document needs," explained Peter van Laarhoven, project manager at the University of Groningen. "Ricoh is the perfect partner. They have transformed our document infrastructure, saving us time and money."



- Improved productivity and end-user satisfaction
- Reduced environmental impact
- Uniform platform
- Convenient and secure solution
- 63% reduction in fleet numbers
- €700,000 annual saving



The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners.

Copyright © 2011 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/or incorporated into other works without the prior written permission of Ricoh Europe PLC.

# RICOH

Office Solutions    Production Printing    Managed Document Services    IT Services

[www.ricoh-europe.com](http://www.ricoh-europe.com)

For more information, please contact