
Customer Story:

Nonprofit printer for the blind

Printer with highly specialized output requirements reduces costs and delivery times while enhancing quality

This Kentucky-based nonprofit has been helping people who are blind or have low vision by providing accessible and innovative products, materials and services for lifelong success.

“When we look for vendor partners, it’s important that we find one that really believes in our mission and sees the same value in the work we do as we do. There are many commodity vendors out there. From the beginning, we’ve seen Ricoh as a true partner ... one that has really bought into our mission, and to us, that’s a very important part of the relationship.”

—Vice President of Production and Logistics



Reduced delivery time
from 90 days to 3 days



Replacement parts’
lead time reduced
from 90 to 2-3 days



Embossing time down
from weeks to days

A partnership focused on productivity, innovation and accessibility fuels profitability



Challenge

- Expensive, outdated technology
- Poor/unsatisfactory image quality
- Difficulty meeting production volume and delivery dates
- Reliance on tech support for maintenance and repair

This nonprofit must deliver quality educational materials to blind and low-vision students who need them on time and on budget. Classroom materials must be high-quality and cost-effective. The printing processes needed are highly specialized and further complicated by the substrates, such as plastics and other specialized media, such as Swell Touch paper.

Solution

- Replace outdated technology with new Ricoh solutions
- Co-innovate processes to improve quality and productivity
- Convert outsourcing to in-house equipment operation, maintenance and repair

The nonprofit's production needs were constantly evolving and required more than just replacing current machines with more cost-effective ones. The first step was to replace their equipment with two RICOH Pro C9110 machines, each capable of printing over 100 sheets per minute and producing monthly impressions of up to one million. Additionally, some of the outsourced equipment operation was brought in-house — staff members were trained in the operation, maintenance and repair of the new machines.

Results

- Reduced delivery, replacement parts lead time and embossing time from 90 days to 3 days
- Redesigned cellular shop floor reduces waste in movement
- Reduced Feel 'n Peel sticker production time from months to days

This partnership has led to many co-innovative solutions for the nonprofit, including a UV Coater for Swell Touch paper. The print company has seen increased productivity, faster delivery times and better product quality. Ricoh's equipment is easy to use and maintain and staff training has minimized downtime. Outsourced parts' lead time has dropped from 90 to 2-3 days. The equipment has reduced outsourcing needs and emissions, helping the company meet sustainability and accessibility goals.

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