

# Case Study

global

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## Gaining Visibility and Control Over a Global Enterprise's Print Environment with Global Clariti

*With RICOH Global Clariti, the organization has a robust asset management solution that offers a single, seamless interface for device data on every networked device in its fleet.*

### ABOUT THE CUSTOMER

The customer is a global provider of products, materials and services that deliver innovative scientific and engineering solutions to a diverse set of industries.

### CHALLENGE

Ricoh has had a close relationship with the customer for more than 35 years. Ricoh initially provided fax and copy devices and multifunction products for the organization. Over time, the relationship grew to include managed document services (MDS). Ricoh began providing MDS solutions in the United States to the company and, in 2011, extended the MDS contract to include their global operations.

As part of its global operations plan, the company wanted Ricoh to provide access to print and MDS solutions as a service, rather than having to administer the required technologies on its servers or manage them utilizing company IT resources. The organization's goal was to right-size and institute centralized, global management for its device fleet.

### SOLUTION

The Ricoh team conducted an assessment of more than 400 sites in approximately 40 countries to fully understand the print environment, set optimization objectives and establish a global print policy. In order to manage the assets and have visibility at global, regional and individual site levels, the Ricoh team deployed the RICOH Global Clariti solution.

RICOH Global Clariti gives the organization centralized, comprehensive analytics and control of the entire print fleet and surrounding processes to help improve how information is gathered and shared. The scalable, cloud-based interface and customized portal offer detailed analytics, so proactive document management decisions can be made and the print fleet can be rationalized.

#### CHALLENGE

- Right-size and institute centralized management for an organization's global device fleet

#### SOLUTION

- RICOH Global Clariti, which gives the organization centralized, comprehensive analytics and control of the entire print fleet and surrounding processes

#### RESULTS

- Enhanced management of print environment, a reduction in global print asset footprint from approximately 6,000 devices to less than 4,300, and an approximately 10 percent reduction in print volume

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The solution is designed specifically to leverage critical fleet details and help improve performance throughout the enterprise. Key data—including asset management, estimated total cost of ownership, executive summaries, usage totals and more—can be downloaded and placed in standardized reports by the Ricoh team or through the customer portal. Information can be tailored by site, country or geographic region.

The timeliness of month-end reporting has dramatically improved with Global Clariti. Previously, it took approximately six weeks to gather global data on the device fleet for reports. With the solution in place, the turnaround time for month-end reports has been reduced to approximately two weeks. The rapid collection of critical data and the fact that Ricoh's service footprint closely matches the company's global locations enhances the Ricoh team's ability to proactively manage assets, services and consumables.

In addition to benefiting from a single view of its global fleet, the Global Clariti solution also includes a document repository, which provides a central location for all the documents related to the organization's entire print program, including monthly print utilization reports and training materials. All documents can be accessed through the customized customer portal.

As the company's print fleet evolves, Global Clariti's innovative IMAC-D (Install-Move-Add-Change-Dispose) workflow function enables the close tracking of device lifecycle from deployment to disposal. Users can initiate IMAC-D requests from any location through the Web-based portal to streamline management of device installations, additions, configurations and other changes. The IMAC-D workflow replaced a cumbersome region-by-region spreadsheet tracking process the company previously used.

### RESULTS

With RICOH Global Clariti, the organization has a robust asset management solution that offers a single, seamless interface for device data on every networked device in its fleet. Working with the Ricoh service delivery manager, the company can closely manage its costs and get the most out of its printing investment.

As a result, the company has been able to reduce its global print asset footprint from approximately 6,000 devices to less than 4,300. Moreover, establishing print rules has resulted in an approximately 10 percent reduction in print volume company-wide.

Ricoh's MDS service delivery, including Global Clariti and the reporting it makes possible, has enhanced the company's ability to monitor and measure the performance of its device fleet and enabled it to gain a clear understanding of its global print environment.

The company can now see where additional improvements to the print environment can be made and is working with Ricoh's MDS team to implement changes to further enhance its document lifecycle processes.



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