

## Customer Case

# Managed Document Service saves university €700,000 per annum

University of Groningen

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Ricoh's Managed Document Service (MDS) transformed the document infrastructure at the University of Groningen. The new infrastructure is managed by Ricoh, releasing university staff to more productive activities. MDS presented the opportunity for a 60% reduction in fleet numbers, saving the university €700,000 per annum.



university of  
 groningen

## 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 and, many devices had limited functionality. When equipment stopped working, it was not 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.

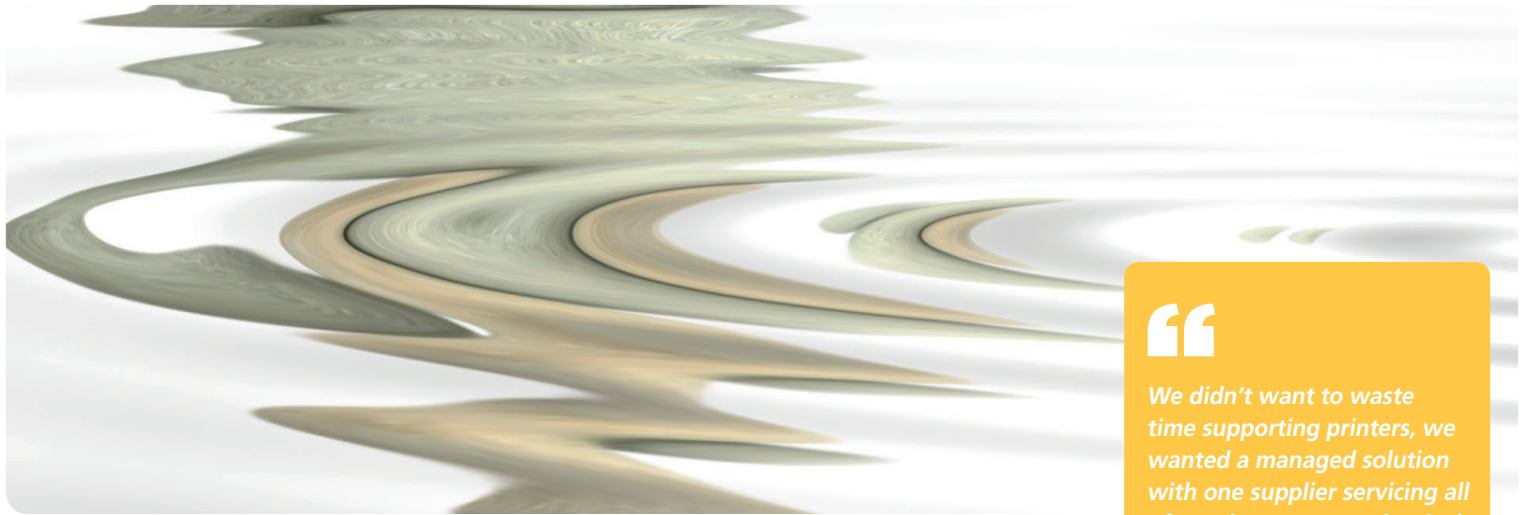
Recognising that utilising a managed service would simplify support processes and provide control over costs, the university tendered for a new supplier. Ricoh transformed the document infrastructure and provided expertly managed services which have simplified internal support and are saving the university significant sums of money.

## Objectives

- Meet document needs of 34,500 students and staff
- Transform facilities
- Improve user satisfaction
- Release internal resource
- Reduce expenditure

## Results

- Fully managed service
- Optimised document infrastructure
- Follow-you printing
- 63% reduction in fleet number
- €700,000 annual saving



## Ricoh's solution

- 1. Understand:** Ricoh consulted with the university to gain a full understanding of its needs before responding with a structured plan. With many legacy devices not visible on the network, Ricoh adopted an 'open door' approach. Looking under desks and behind closed doors, Ricoh's consultants identified more than 1300 devices and 360 model variants. Of those, around 800 were 'personal' printers.
- 2. Improve:** To ensure continuity of services, front-line machines were quickly replaced with more versatile equipment. Other devices were upgraded later following a thorough evaluation of requirements. Balancing local needs against equipment costs, Ricoh developed an optimisation plan that would see 480 devices and 8 model types replace 1300 machines, a 63% reduction in numbers and a 98% reduction in model variants.
- 3. Transform:** To ensure that the needs of all users were met, a black-and-white device was located within 30 steps of every user and a colour device within 100 steps. Rather than use a specific device, students now print to a secure server and 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:** Ricoh's @Remote utility monitors the printers and MFPs. Using the remote diagnostic facility, Ricoh is able to resolve issues before they become apparent to users and replenish supplies in advance of need. The managed service solution 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 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 is saving the university €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 time 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. "Ricoh is the perfect partner. They transformed our document infrastructure, saving us time and money."



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Peter van Laarhoven  
University of Groningen

## Solution

- Managed Document Services
- Transform print infrastructure
- Continually optimise services
- Maintain effective governance
- Provide attentive support

## Benefits

- More effective infrastructure
- Simple follow-you solution
- Near 100% system uptime
- Improved user satisfaction
- Significant ongoing cost savings

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