

Outsourcing saves Oranjewoud 25% on printing costs

Leading engineering company Oranjewoud outsourced print production to Ricoh. Ricoh rationalised in-house print facilities and established professional reprographic departments in the four largest Oranjewoud offices. Ricoh's solution significantly improved the quality of print services and dramatically reduced printing costs.

Recognising a need for change

Oranjewoud has significantly expanded its services over the last 50 years. Operating in the Netherlands with 1800 employees, the leading engineering company is successful in a broad range of services; from infrastructure, urban development, mobility, construction and property to rural development, water, the environment, safety, sport and recreation. "We provide the entire process of consultancy, design and project implementation for our customers, which include the government, private customers and businesses.

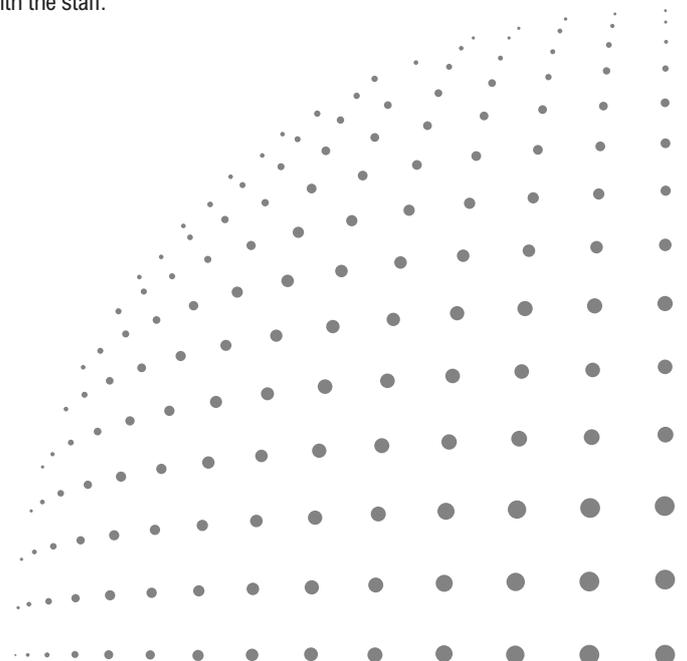
There is obviously a great deal of print work to manage. Until 2005 we did it ourselves, but now all of it is outsourced to Ricoh. The results of a tender for the work proved that Ricoh is the best partner. Not just on price, but mainly because of their attitude to dealing with our own people. Ricoh took on 15 Oranjewoud employees, and trained them up to be true document specialists. We were never able to offer them these development opportunities" says Arie van der Linden, Manager Rural Facilities Service Oranjewoud.

Focusing on the required outcome

"Ricoh's account manager said: 'The replacement of printers which was requested isn't necessarily what's best. Rather than focus on the current situation we should look at what is required. We gauge the printing needs of your staff and then come up with a proposal for a more efficient and cheaper configuration of your equipment.' This statement was the start! Throughout the process Ricoh's strengths were around the future of the staff, straightforwardness, maintaining quality and long term reliability. Exactly the things which we value."

From 450 to 130 printing devices

"There was little evidence of efficiency. Contracts were set up differently and those which were the most insistent were delivered first. We had 450 printing devices: different brands, types, supply and maintenance contracts. Machines were either over or under used. In addition we found out about the usage; who, what and for which project the printing was done. All these pain points were highlighted after Ricoh's 'deep scan' of our document flows and through interviews with the staff."



MFPs and printers for their own business

“We eventually switched from 450 printers, copiers, scanners and faxes from various brands to 130 Ricoh devices, mainly MFPs (multifunction products), with combined functionalities. These are placed centrally in the corridors and used for our internal work. The fact that people have to walk a little further to their PC to pick up their print is not a problem compared with the better quality.”

Outsourcing large and specialist contracts

Ricoh established a professional reprographic department in each of the four largest Oranjewoud offices - Heerenveen, Deventer, Oosterhout and Almere. They focus on the printing and copying of large runs, specifications and drawings. These departments have advanced high-volume devices that can easily handle large print jobs in any colour, from small to large format, and have a range of finishing capabilities.

In addition to printing and copying, Ricoh also undertake scanning, post-processing, consultancy, delivering orders, print negotiation, counter reading and recording, and ordering paper and toner. “Employees can order their print jobs via the PC using the Flowsuite digital system. After logging on they specify the quantity, size, paper type and finishing options. This way of working is the same at all locations.”

Higher quality, lower costs

“We print as much as before we outsourced - 20 million clicks per year - but our overall printing costs are now up to 25% lower. It improved the quality of service, and management now takes up a tenth of a person's time, instead of one person full time. We no longer need to guard against over-or under-capacity of the printing devices. We did not have that flexibility before we outsourced. In short, we have been progressing on all fronts!”



- More efficient document processes
- Faster and more flexible services
- Superior print quality
- Easier management
- Cost per project information
- Cost savings of 25%

About the Customer

Oranjewoud is a leading European engineering company. Operating in the Netherlands with 1800 employees, Oranjewoud provides engineering services which range from infrastructure, urban development, mobility, construction and property to rural development, water, the environment, safety, sport and recreation to government and commercial customers.

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