

Managed document services deliver insurance premium

Providing managed document services for Generali Switzerland, Ricoh transformed the insurer's document infrastructure, improving access to information and enhancing document security whilst cutting print expenditure by 24%. The ongoing benefits of the optimisation programme are such that Generali Switzerland had no hesitation extending Ricoh's contract.

Customer Objectives

- Outsource service provision
- Rationalise imaging fleet
- Establish effective governance
- Minimise document costs
- Reduce carbon footprint

Ricoh's Solution

- Manage document services
- Optimise print infrastructure
- Automate document processes
- Safeguard information security
- Monitor and report performance



Document Intensive

Generali Switzerland is part of the Fortune 500 global insurance and financial services organisation Generali Group. The leading provider of unit linked life insurance in the Swiss market, income from premiums exceeds CHF 2 billion per annum. The company employs 2100 people at its headquarters in Zurich and Geneva and in its 75 regional offices.

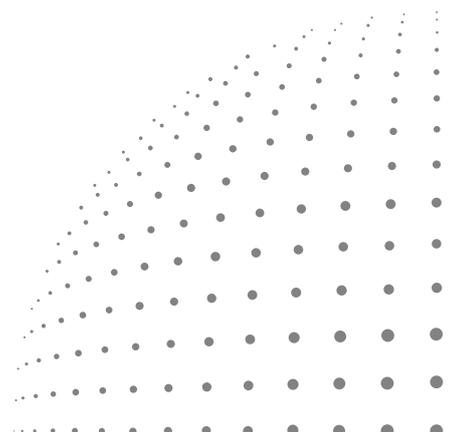
The insurance and financial services market is document intensive. Personalised proposals and policy documents are printed and sent to customers. Inbound communication is scanned and saved to the customer record. Like many organisations, the company's document infrastructure had grown organically with little consideration given to cost or effectiveness.

Transforming Services

The imaging fleet, which comprised more than 1300 printers, copiers, scanners and fax machines supplied by six different vendors, was proving difficult to manage. In a bid to gain control over the document infrastructure and improve its effectiveness whilst reducing print expenditure, Generali Switzerland asked Ricoh to provide Managed Document Services.

Right-sizing the imaging fleet, Ricoh replaced 1342 legacy devices with 530 energy efficient multifunctional products. Integrated software is used to automate workflows and enforce intelligent print rules. The solution, managed on a day-to-day basis by Ricoh, has improved the range and quality of document services whilst cutting expenditure by 24%.

Managed Document Services™
MPS and Beyond



Change Management

Managed Document Services are delivered using Ricoh's unique customer-centric model. Working with the management team at Generali Switzerland, Ricoh gained an understanding of the business' goals and objectives. The existing document infrastructure was mapped to provide an understanding of costs and identify opportunities for improvement.

Analysing the information, Ricoh developed an optimised solution for Generali Switzerland which aligned service improvements to the company's business objectives. A detailed implementation plan was agreed and, in the third phase of the programme, Ricoh's project team introduced the new systems and technologies which would transform document services.

The new infrastructure is managed by Ricoh. Integrated software provides governance over the document infrastructure, safeguarding data security and minimising costs. Detailed reports enable Generali Switzerland to monitor performance against agreed targets. The same information is used by Ricoh to identify opportunities for further optimisation.

Optimised Solution

Ricoh's multifunctional technology provides a versatile and easily accessible platform. Card-based authentication controls access to the document infrastructure, safeguarding security and facilitating efficient sharing of resources. Rather than print to a specific device, documents may be securely released by the originator at any convenient device.

Introducing more versatile and efficiently shared technology enabled Ricoh to reduce the number of devices employed by 60%, releasing space and reducing capital employed. With document services provided on an inclusive Pay per Page basis, Generali Switzerland has benefitted from a 24% reduction in print related expenditure.

Ricoh remotely monitors equipment installed at the insurer's headquarters in Zurich and Geneva, and in its 85 regional offices, resolving service issues, replenishing toner and reporting performance against agreed targets. Carbon emissions, reported as a service metric, are offset through investment in clean energy projects, to provide a carbon balanced printing environment.

Service Improvements

- Uniform company-wide platform
- Versatile multifunctional technology
- Card-based authentication
- Managed services
- Transparent pricing model

Business Advantages

- Managed infrastructure
- Integrated governance
- 24% reduction in costs
- Balanced carbon footprint
- Continuous optimisation

“Ricoh is a thoroughly professional and attentive partner. Aligning services to our business objectives, Ricoh transformed our document infrastructure, improving access to information and safeguarding security whilst reducing the financial and environmental costs of print production. We had no hesitation in extending the relationship.”

Marc Abbt, Head of IT Infrastructure & Operations, Generali Switzerland

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For more information, please contact

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