# AGC
## and Ricoh

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**The biggest names in the resources industry rely on AGC, a Perth-based company that fabricates, installs and maintains equipment for companies such as Woodside, BHP, Rio Tinto and Chevron. In addition to its main Perth office, AGC operates a fabrication plant in Kwinana, project site offices in Western Australia and additional offices in Queensland, Singapore and Thailand. Across the entire business, a Ricoh document and print management solution is contributing to reduced overheads and increased efficiencies.**

## Challenge: Managing a multi-vendor environment

In commenting on the organisation's printing, scanning and copying environment prior to partnering with Ricoh, AGC Chief Information Officer David Redpath says: "We had virtually every manufacturer and every dealer you could imagine providing equipment to our various sites. Managing the orders, invoices, consumables and equipment was challenging."

Adding further to the "challenging" nature of that multi-vendor environment's management were issues including:

- an inability to allocate print costs to individual business units/cost centres,
- multiple points of contact for support and consumables purchasing,
- excessive IT management overheads,
- no facilities for establishing and enforcing any form of print policy.

It came down to a definite need for a single-vendor solution that would address those immediate challenges and complexities and, importantly, deliver additional functionality to enhance AGC's overall print and document management infrastructure.

## Solution: Ricoh innovation

The answer emerged in the form of an innovative Ricoh solution, but only after an exhaustive evaluation of current market offerings. "We had all of the big players in a tender process, and each one started on an equal footing," David says. "Ultimately, even though Ricoh's proposed solution was very attractive at a price level, it was a decision based primarily on the solution itself – the functionality, features, management and flexibility."

Forming the basis of AGC's Ricoh fleet solution are 30 Ricoh multifunction devices (MFDs) installed across all the company's sites. With each of those MFDs, users have access to a range of Ricoh-enabled features, including:

- centralised form and document printing via a Ricoh-customised document server solution, and
- secure and waste-free any-device printing by means of Follow-You Printing.

At a management level, the Ricoh solution is affording AGC major gains, with a Ricoh-customised Equitrac implementation supporting full control over print management, cost recovery and device reporting.

## Consistent documents with easy access

One of the most immediate benefits of the Ricoh solution is company-wide access to approved and up-to-date forms and documents – and this, directly from any one of the Ricoh MFDs. Enabled by the implementation of a custom-developed document server solution, according to David this benefit has virtually eliminated the wastage and consistency issues that were so prevalent within the company.

Ricoh has developed the system to allow commonly-printed forms or documents stored in a specific directory on the company's server to be printed direct from the control panel of any one of the company's MFDs, regardless of geographic location.

"All of our standard documents are now included in this system," David says. "That includes forms, standards and procedures – over two hundred documents in total. Users can print these documents on demand from any MFD, confident that they're accessing the most up-to-date version and without even having to print from a computer."

Those efficiency gains are further extended with the company taking advantage of the system's support for storing print and finishing settings for individual documents. When users print one of the documents, the MFD is set automatically to the correct and most appropriate settings, such as colour or black-and-white, single- or double-sided, and even – where supported by the particular MFD – stapling and hole punching.

## Central management and cost reductions

David is quick to point out that another substantial benefit of the document server solution is a reduction in the number of PCs used across the organisation. "In the past, some employees, particularly in fabrication workshops, needed PCs that were only used for accessing and then printing standard documents," he says.

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Now if you go to your nearest MFD and it is being used by someone, you don't have to wait for them to finish – you just walk to the next machine and swipe your card there. I can even press print in Perth, drive to Kwinana, swipe my card on an MFD there and out comes my print.
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"Ricoh's work on Equitrac is fundamental to our ability to manage our print costs," David states. "I can see precisely what print costs have been incurred by any user, business unit or device across the company, regardless of whether the print job was initiated at a PC or MFD."

## Follow-You Printing: secure and convenient

With the Ricoh solution's Equitrac-enabled Follow-You Printing feature, AGC has been able to eliminate problems associated with uncollected print jobs. In turn, this has reduced the number of devices used across the business while maintaining document security protocols and reducing wastage.

Follow-You Printing uses swipe cards that are given to every member of AGC's staff. All PC-initiated print requests are sent to a central server, which holds each job until the initiating user swipes their card at an MFD. Print jobs that aren't released are automatically purged from the server at the end of each day without being printed.

"We no longer have prints lying around that people haven't collected," David says. "Follow-You Printing eliminates the waste, and purging jobs that haven't been released at the end of each day obviously saves us money as well as helps the environment."

David says that in addition to reducing wastage, the Follow-You Printing system provides substantial document security benefits. "We have a lot of confidential printing – HR related items, financial documents, tenders and the like," he explains.

"Our executives can now print confidential documents, knowing full well that they will remain secure and unseen on the server until such time as they are released at an MFD. As a result we've been able to remove several stand-alone printers from the offices of people who needed high levels of print security."

Convenience and flexibility are additional benefits of the Follow-You Printing system, according to David. "Now if you go to your nearest MFD and it is being used by someone, you don't have to wait for them to finish – you just walk to the next machine and swipe your card there," he says. "I can even press print in Perth, drive to Kwinana, swipe my card on an MFD there and out comes my print.

"Overall, the ease-of-use, improved security, Follow-You Printing, device and billing consolidation, and obviously the overhead reductions are all huge benefits for AGC."

"Now that these documents can be printed directly from an MFD, we've been able to remove the PCs and realise significant capital expenditure, operational and maintenance savings."

In commenting on management of the MFD fleet, David makes strong mention of Ricoh's inclusion of Equitrac in the solution. Equitrac is a management software solution that provides AGC the ability to enforce print and energy saving policies across all of its sites and, at a financial level, accurately track and allocate print-related costs.

"Ricoh's Equitrac solution has given us enormous control over our fleet," he says. "We can easily stipulate inactivity durations prior to devices switching over to various power saving modes, and just as importantly, set and manage a more cost- and waste-effective print policy."

The ability of Ricoh's Business Solutions Group to develop custom solutions was again a benefit for AGC with respect to Equitrac. In this case, to ensure full tracking and logging of prints regardless of document origin, the Business Solutions Group customised the document server system, resulting in its full integration with Equitrac.

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