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AAPT
and Ricoh

A reduced carbon footprint

Underpinning AAPT's improved document management environment are accurate and in-depth reports generated via Ricoh's @Remote solution. The highly detailed usage reports, providing information on MFD activity and copy/print volumes, are proving instrumental in helping the company reduce operating costs by supporting change management.

"Now that we can see accurate trends in what's being printed and the ratios of single-sided to duplex, and black-and-white to colour, we're able to work with groups and individuals on changing printing habits," Jodie explains. "In addition, with Equitrac we've introduced usage policies that set defaults to make greater use of duplex, black-and-white, and two-up [two pages on a single sheet] printing."

The results, even in the early stages, have been significant. According to a report based on six months usage, there was a saving of over half-a-million pages, a 22 per cent reduction, that in paper alone represents nearly $5,000. At an environmental level, that saving equates to 2.65 tonnes of CO_2 and approximately 35 trees.

"We have very strong commitments to the environment and good corporate citizenship," Jodie states, "and the Ricoh solution is definitely one of the key supporting initiatives we've introduced. Based on the Green Reports we get through @Remote, even the five power modes the Ricoh MFDs automatically switch to are bringing about a saving of more than 32,000 kilograms of CO_2 every six months."

Potential savings of $750,000 over four years

Taking into account the reductions in power consumption, paper, toner, fleet size and utilisation of the Ricoh solution's software features, AAPT recognises it has the potential to achieve a saving of nearly $750,000 within four years.
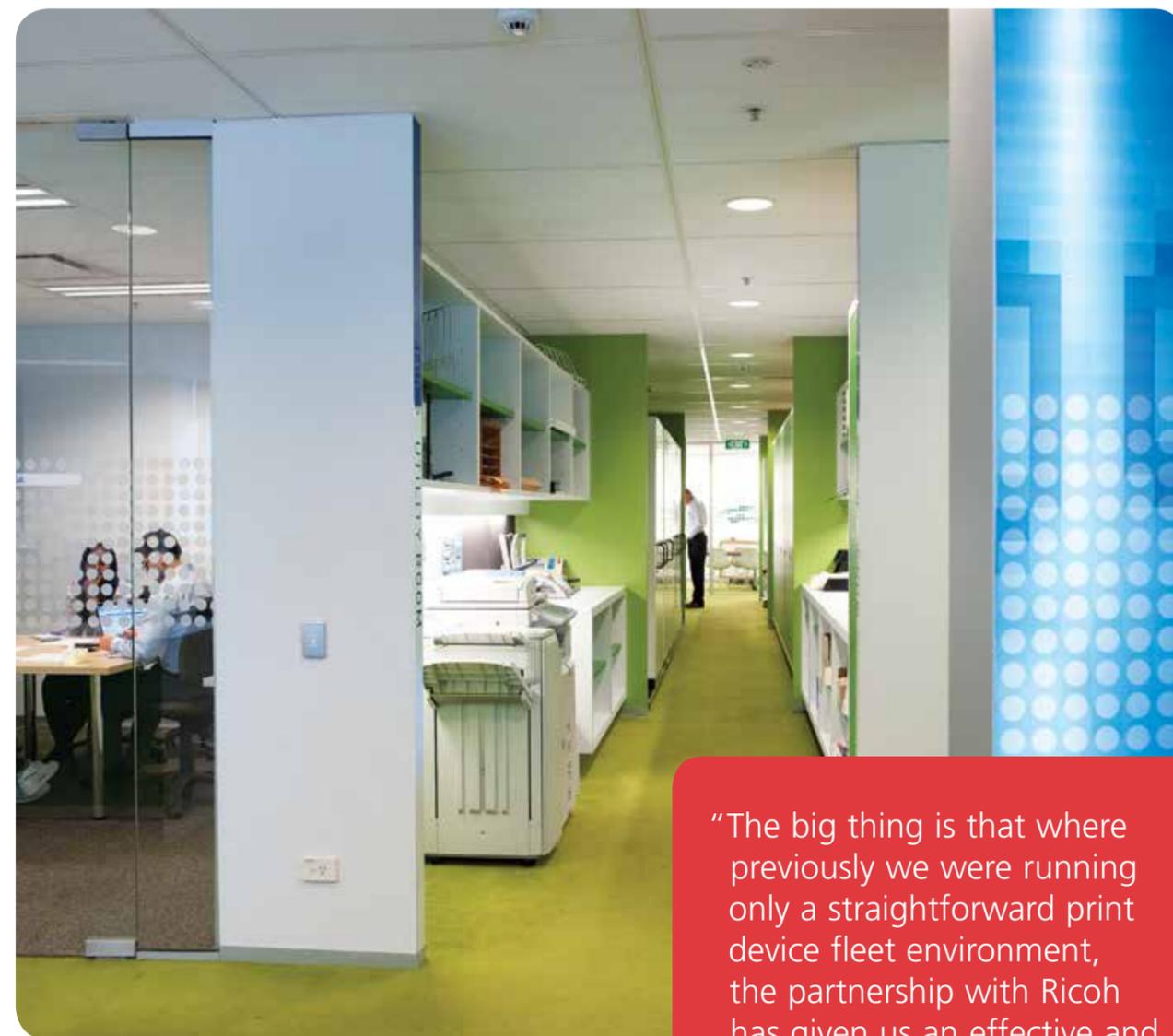
"When we started the rollout, our target was to reduce operating costs – power, toner and paper – by 10 per cent in the first year," Jodie says. "We achieved that almost immediately. And with the reduction in fleet size along with a continued focus on change management within the company, the Ricoh solution is enabling us to save almost 50 per cent on document printing, copying and management."

Contributing to those savings is, according to Jodie, the partnership with Ricoh. "The support we get from Ricoh is by far the best I've ever seen from an IT vendor," she says.

"Our account manager is constantly communicating with us on new ways in which we can better use the solution to save costs and improve efficiencies; and in those very rare occasions we do place a service call, a Ricoh technician is often on-site even before I can put a notice on the device.

"The big thing is," Jodie continues, "that where previously we were running only a straightforward print device fleet environment, the partnership with Ricoh has given us an effective and efficient document and printer fleet management solution – and there's an enormous difference between the two."

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Product code: B950540
Printed on a Ricoh colour production device

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One of only three Australian telecommunications providers to own and operate its own national voice and data network, AAPT is a key player in Australia's $37 billion telecommunications market. The company, which has more than 1100 personnel located across the country, provides a comprehensive range of local and long distance voice, mobile, data and internet solutions for business, government and wholesale customers.

As the company moves forward to take a greater standing in the hotly competed telecommunications market, internal efficiencies across all areas of operations are crucial.

Challenge: Reduce carbon footprint and printer fleet costs

Establishing a rationalised IT environment, from cost, population and environmental perspectives, has been an imperative within AAPT for several years. With a multi-vendor fleet of over 120 printers, MFDs (multifunction devices) and scanners located throughout the organisation, AAPT was dealing with the multitude of problems that go hand-in-hand with such situations.

Figuring prominently were: complex asset control, inconsistent levels of service and support, cost overruns in leasing and consumables purchasing, and an unacceptable environmental impact.

AAPT Project Manager, Property and Facilities, Jodie Black, explains: "The main challenge we were facing was to identify a single vendor delivering on the hardware, software and support requirements that would constitute a complete document management solution – one that would also reduce costs and carbon footprint."

The answer: A Ricoh MFD fleet and partnership

In 2008, following extensive internal evaluations of the company's document management practices and costs, AAPT partnered with Ricoh on the staged rollout of a solution that would reduce the fleet by approximately 50 per cent while streamlining document workflows and dramatically reducing paper and power consumption.

Along with high performance MFDs, the Ricoh solution included: Equitrac Office for fleet management and security; GlobalScan to streamline document scanning and routing; and @Remote for comprehensive fleet remote access and reporting.

Security and email integration

Installed and tightly integrated across the AAPT Ricoh MFD fleet, and fully supported by Ricoh specialists, both Equitrac and GlobalScan have introduced new high levels of document security, management and savings.

At the first level, by taking advantage of Equitrac's Follow-You Printing, the company no longer has documents that are often very sensitive in nature, printed and left uncollected.

A core feature of Equitrac, Follow-You Printing facilitates the automatic redirection of print jobs to a secure server, which releases them for printing only when authenticated by the owner/user at any one of the organisation's MFDs.
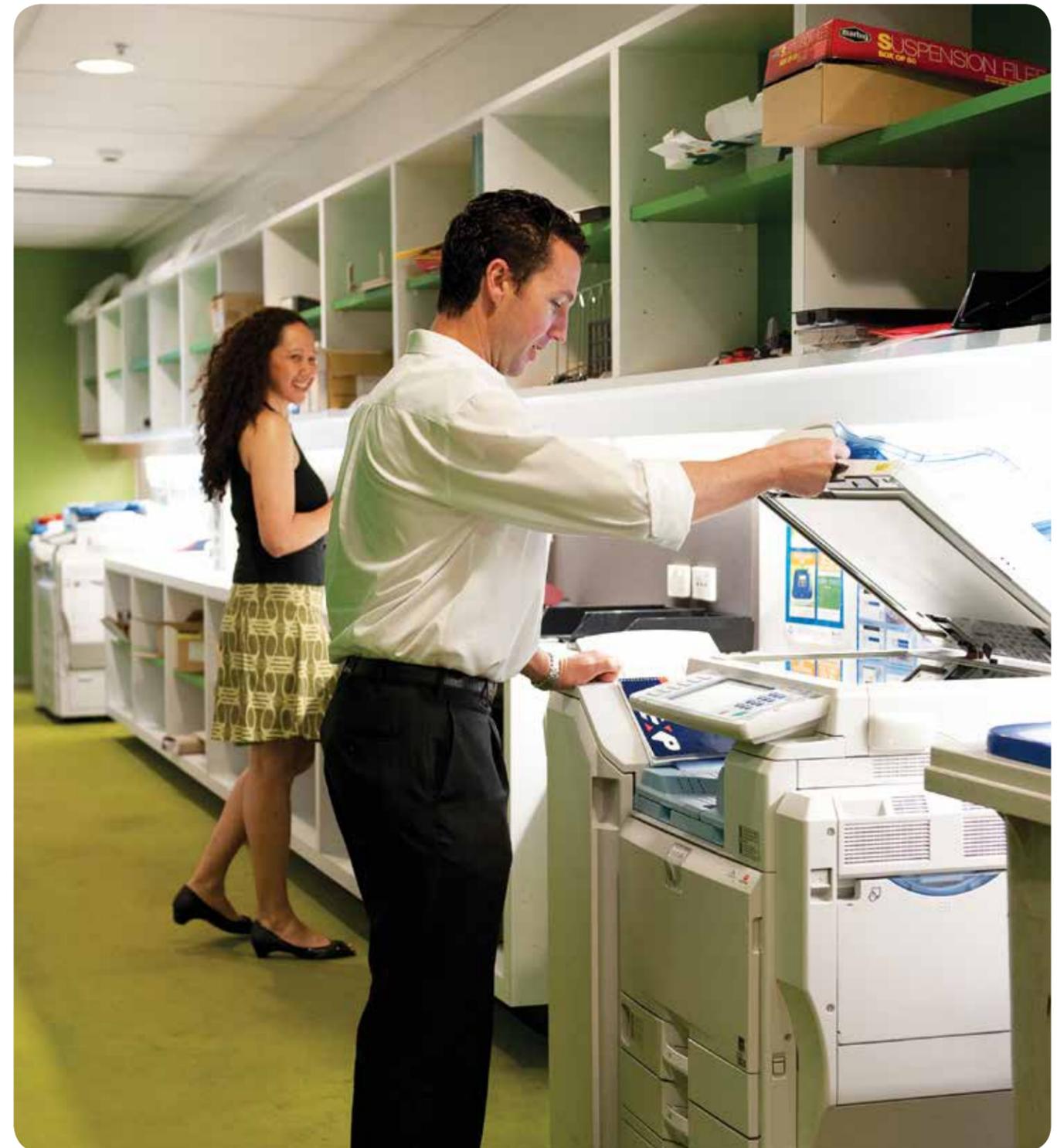
"Initially there were a few people who couldn't see the immediate benefits of Follow-You Printing," Jodie says, "but when they understood the savings in paper and, more importantly, the increased levels of security, they very soon became converts."

With the Follow-You Printing functionality, the company has witnessed a dramatic reduction in the amount of documents printed inadvertently or left on the printer output trays only to be later thrown away. It is a reduction that in turn supports AAPT's environmental focus.

Jodie explains: "We've set up a policy whereby documents that are not released within 24 hours are automatically purged from the print server. In only six months there were more than 160,000 pages either not printed because users were able to take advantage of the ability to delete print jobs or were automatically purged from the system."

With GlobalScan, the entire workflow for document scanning has undergone massive changes, delivering increased security and more efficient document distribution.

Rather than documents being scanned directly to a public document server, which brought with it a distinct lack of security, GlobalScan's integration with AAPT's Microsoft Exchange Server has enabled AAPT users to scan documents directly to email.

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