

Westpac Banking on Success with Ricoh

Westpac turns to Ricoh to put in place a print solution that reduces waste, improves efficiencies, and successfully contributes to Westpac's environmental and sustainability goals.

The challenge

Westpac's workplace print technology environment was in need of a refresh. The bank wanted a single vendor that could provide consistent levels of service and response times; a pricing model that would provide visibility over their print performance; high levels of document security; improved access to document workflow and a reduction in paper and consumables waste. A relaxed policy existed for workplace print, resulting in too many devices per user group, and waste of consumables and paper.

The solution

Working in partnership with IBM, Ricoh built a Managed Document System (MDS) to meet the bank's strategic goals. Ricoh proposed a tailored solution to meet Westpac's immediate and long-term requirements, comprising a mix of suitable multifunction devices (MFDs), on-site valet staff, fleet management and reporting software, coupled with a comprehensive project and change management approach. The tailored print solution incorporated Follow-You Printing to enforce a stricter printing policy. With Follow-you Printing staff members have realised the benefits of initiating print jobs from their office before a meeting, then simply collect the job from whichever MFD is closest to them.

Understand: What are the real problems?

Following a proven discovery process, Ricoh's MDS project team conducted extensive workshops and interviews with key stakeholders across the bank, to fully understand the drivers for change. These key drivers included:

- Identifying current fleet information, service and supply arrangements, and security risks.



"Ricoh is helping Westpac achieve its carbon footprint targets by reducing power consumption and paper waste. Together these initiatives are delivering a simpler, smarter, greener place to work."

Gary Sim, General Manager of Westpac's Service Delivery Infrastructure Group

- Discovering infrastructure or document bottlenecks and environmental impacts.
- Understanding the intent and objectives of the existing WBC print policy and future state business objectives.
- Providing a full and complete picture of the current state.
- Analysing the total cost of ownership (TCO), environmental options, and any potential hidden costs.

Govern: Realising the benefits

Ricoh's enterprise-wide MDS solution continues to demonstrate productivity savings for Westpac, as well as improved workflow efficiencies and waste reduction. Westpac management now have greater visibility over performance as well as improved control and governance – thanks to Ricoh's customised Equitrac reporting and management software.

Westpac no longer needs to deal with multiple vendors – everything is managed

under one document services contract, saving time and effort. What's more, it now has a consolidated device fleet providing the latest technology and improved reliability.

Most importantly, Ricoh is helping Westpac manage its end-to-end print environment, with a complete fleet of Ricoh printers that intelligently switch off when not in use. Westpac's print policy has helped change user behaviour by providing Follow-You Printing, which means users can print from devices across the enterprise.

Additionally, if print jobs are not activated within a stated timeframe, they are automatically deleted from the device – saving paper and ensuring a secure green document environment.

Optimise: An ongoing partnership

Ricoh continues to manage and control the quality of service delivery and support for Westpac – recommending strategies for continuous improvement, and proactively monitoring and optimising resources so that devices and services are available when required by the end users.

The IBM, Ricoh and Westpac partnership has netted significant benefits that allow Westpac to print and manage documents with less waste, less cost, less complexity and less CO₂.

Most importantly, the solution provides a state-of-the-art print environment that helps Westpac Banking Corporation achieve its business and sustainability goals.

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