

## Case Study

e2v

Electronics manufacturing  
Managed Print Service

# World leading UK electronics manufacturer transforms print and document handling with a Ricoh MPS



Print is a key business operation at e2v, a global manufacturer of electronic equipment. Many products require complex support information and some military-related documentation has to be archived for up to 24 years. A Ricoh Managed Print Service has

delivered substantial cost savings, cut searching and retrieving archive information from hours to seconds and made in-house production and day-to-day print faster, more efficient and more cost effective.

## Executive summary

**Name:** e2v  
**Location:** Chelmsford, UK  
**Size:** 1,650 staff  
**Activity:** Electronics manufacturing

### Challenges

- Existing print operations inefficient and underutilised
- Drive to lower costs, increase standardisation, and integrate print into a new ERP system
- Meeting requirement to archive documents for up to 24 years limited by existing paper-based document storage

### Solution

- Ricoh Managed Print Service incorporating production print and document archiving

### Benefits

- Delivers substantial cost savings with reductions in farmed-out print work saving around £20,000
- Cuts searching and retrieving archive information from hours to seconds
- Makes in-house production and day-to-day print faster, more efficient and more cost effective
- Enables e2v staff to focus on core, high-value functions, by reducing need to spend time on print management



### Challenges

Established in 1947 to develop and manufacture radar components, e2v is now a leading global provider of high performance, high reliability technology solutions, sub-systems, and components for specialist applications. e2v products and technologies have been used in high-profile projects such as Airbus A380, the Eurofighter Typhoon and the Hubble space telescope. Annual sales are about £200 million. Around 800 of the 1,650 staff employed globally by e2v are located in the UK, with most at its worldwide headquarters in Chelmsford, Essex.

At e2v, print and scanning forms an important part of the company's business and administrative operations. The company provides complex and sensitive solutions for defence systems, radiotherapy cancer treatment machines, radar systems, satellite communication and semi-conductor products, and services in the medical and science, aerospace and defence, and commercial and industrial sectors. The nature of this work means internal processes, including drawings and work instructions, need to be printed, and also archived. Shipping documentation has to be kept for seven years and some Ministry of Defence projects require documents to be archived for up to 24 years.

But the company was suffering from inefficient print and copying processes. The accounts department alone spent two to three hours daily scanning invoices. Printers of different models, and from two different manufacturers, were dotted around the site, each requiring separate consumable ordering and storage. As well as administration

offices, the Chelmsford headquarters and a smaller satellite office site at Lincoln contain manufacturing units covering a wide area and producing upwards of 12,000 products a year. The company has a central print room, providing production print services, such as printing marketing material, but a lot of work was being sent to external printers.

When e2v decided to move to a new Enterprise Resource Planning (ERP) system, it was a logical move to overhaul the print and scanning process, and introduce printers compatible with the new system. e2v decided to use Ricoh to help provide the solution.

Guy Stubbs, Global Commodity Manager at e2v, explains "Printing underpins everything we do here at e2v. It is the one process that everyone uses. But it isn't a part of our core business. By outsourcing we could bring in the necessary expertise to increase efficiency, and transform the print and scan process. Ricoh could help us standardise printers across the company, all its printers were compatible with the ERP system, and the support capability offered by Ricoh was impressive."

### Solution

e2v is using a Ricoh Managed Print Service (MPS) to take over control of its entire print and document management operation at the Chelmsford headquarters. Under the Ricoh MPS e2v has outsourced its production print operation, day-to-day printing and document archiving, and deployed a fleet of Ricoh Multifunction Products (MFPs).

In the central print room at Chelmsford three staff remain in place, but now work for Ricoh providing on-site production print and post room support services for e2v. A Ricoh high-speed production press is now used for high-volume and specialist print work.

e2v has replaced all its printers and copiers at the Chelmsford and Lincoln offices with 37 Ricoh MFPs and 24 desktop printers. Ricoh provides on-site support through the print room, and handles all ordering and storage of consumables such as toner and paper. As well as the everyday scanning required by e2v's business operations, Ricoh has also begun to digitise the company's vast archives of paper documentation.

The Ricoh MPS has enabled e2v to implement secure printing - using a pass code to release documents to print - which has been deployed in secure areas, where military or commercially sensitive business is undertaken.

*continued overleaf*

### Benefits

"Printing and scanning at e2v has been transformed by the Ricoh MPS solution. It has delivered substantial cost savings to the business. I would estimate that reducing the amount of print work farmed out has saved around £20,000 alone. We can deliver a more efficient print service to our staff, offer better and faster in-house production printing, and increase productivity by moving business critical, but time-consuming, scanning to our Ricoh print room. Our relationship with Ricoh has proved so successful that we are giving more and more work to Ricoh," says Stubbs.

Standardising the print operation has meant a single type of printer has been used throughout the entire organisation which is managed by Ricoh. This has cut down on administration time, as Ricoh now handles consumables ordering, and also maintenance and support. Employees are able to use any printer around the business, and quickly access the operational features they need, as the print devices are identical, or similarly specified

With Ricoh's help, the print solution has integrated seamlessly into the new ERP system. Ricoh staff are based on-site in Chelmsford, and are available immediately for most issues that might arise or requests that e2v staff might have. The on-site team is backed up by Ricoh's nation-wide network of experience print system experts who can be called on to deal with more complex issues if they arise, and help e2v keep potential downtime to a minimum.

The Ricoh print room has taken on the burden of scanning, freeing staff from this time-consuming but important task, to concentrate on more valuable development and customer-facing work. Ricoh has also been able to make inroads into digitising the large documentation archives e2v is required to keep. Although requests for information from

customers do not happen too often, it is now possible for an e2v employee to pull up the relevant files in minutes instead of the hours spent looking through dusty shelves in a warehouse.

The improvements that Ricoh has brought to the production print operation such as faster, high-quality printing and ability to handle more job types, mean e2v employees are increasingly choosing to use this more cost-effective service. This includes presentation brochures, product catalogues, and quick start guides that are sent out with some products. e2v has extended its use of Ricoh equipment so that it can handle the higher specified, glossy, marketing materials and reduce costs further by bring more of this kind of work in-house.

Ricoh's strong environmentally friendly capabilities appealed to e2v. The company's Chelmsford site has achieved ISO 14001 environment management certification and Ricoh's carbon neutral rating, use of recycled paper and the energy efficiency of its devices support e2v's sustainability standards.

Stubbs says, "The Ricoh solution is very important to e2v's business. Ricoh's seamless deployment made the whole transition painless. And, although it is hard to quantify, the biggest benefit for us has been reclaiming so much of our employees' time. Concerns about printing and scanning are now a thing of the past, and staff can concentrate instead on what they do best."

#### Ricoh Solution/Products

- Ricoh Multifunction Products
- Desktop printers
- Pro C651 production printer

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