

Outsourcing

Need a helping hand?

Outsource your document processes to us. Get the time and space back to grow your business. Win-win.



“Acenden had outgrown its mail room operations, but the economies of scale around trying to build something ourselves wasn’t feasible. We are experts in mortgage servicing, not print and mail and we needed someone who is an expert to tell us what benefits we could get through a new approach.”

Cindy Monk, Head of Customer Administration at Acenden

Get your time back.

Deciding to outsource part of your business can be a big wrench. Can you trust an outsider to get it right? Will the cost outweigh the benefits? And what about security?

Relax. You're in good hands.

We don't do outsourcing off the shelf. We talk to you, get to know what you need and create a service that works for you. So before you sign on the dotted line you'll have a clear picture of how we'll overcome any worries you have.

Right now there are more than 300 Ricoh people in the UK working side-by-side with clients at some of the biggest blue chip companies. And in our five print and document service centres across the country we're taking care of some seriously intricate services.

All these clients have one thing in common. By outsourcing to us, they get back the most precious commodity of all: time to focus on growing their businesses.

Our main services.

We can take care of your business from one of our five print and document service centres in Coulsdon, Coventry, the East Midlands, Glasgow and Dublin. Or we can come and work with you.

Let us manage your print room

Our expert staff can help you run your print room day and night. And if demand goes through the roof, we have the expertise and resource to meet the extra workload. Our print room managers and operations can help reduce costs, improve efficiency and reduce the environmental impact of printing.

And your mail room

Have us manage your mail room as well as your print room and we can cut your costs by as much as 30%, through our document expertise and resources.

Scanning and records management

Working either on or off-site, we can help you achieve more by scanning and archiving your documents for easier access.

Move to a digital mail room

We can scan in all your mail and email it to the right people. Getting all your documents into an electronic format is good for two main reasons: it means you can mine them for information much faster, so your people are more productive.

Marketing services

Creating artwork and signing it off can be a lengthy, costly process. Our specialist software can put all the functions of a marketing department on your desktop, reducing marketing costs and saving time.

Printing services including variable data printing

You can use our print and document service centres as an extension of your print room or as your primary print service. Offering both litho and digital print, they provide quality results at a competitive price.

Why not take advantage of our variable data printing technology – ideal if you print documents that are identical except for a few small changes, like invoices, purchase orders and personalised mail. This can make your correspondence and marketing communications really stand out.



“We have a very good, long-term working relationship with Ricoh. It’s not just the equipment and the post-race print service. It’s also the little things that make all the difference, as well as the personal relationships we’ve developed with staff over the years.”

Nicola Okey, Assistant Race Director,
Virgin London Marathon

We’ll convert all the invoices you receive into electronic format and save them in the cloud, so you can get to them wherever you are. We’ll also send your invoices to your customers in either electronic or paper format, depending on what they prefer.

How we cut Acenden’s costs

Acenden is a mortgage servicing company that has to be able to send and receive hundreds of thousands of letters a year. But when demand went up, their in-house print and mail teams couldn’t cope. We stepped in to help and cut their costs by more than 30%.

A long distance relationship

We’ve been sole provider of print equipment and services to the London Marathon for 20 years. Each year that equipment produces 15,000 pages of race results in under two hours. Sometimes from really unusual places, like a tent on the Mall or inside a busy hotel.

Save money with i-Invoicing

No more costly manual processes. No more waiting. No more waste.

Research company Quocirca estimates that, on average, it costs €8 to raise a paper invoice and €10 to receive one, while electronic invoices cost €2 to create.

Think of it. We can do it.

Why us?

Some of our clients have worked with us for more than 20 years. The reason our relationships last is down to our approach of: people, process and technology.

People

We'll help free up your people to focus on more important things. And we've got a strong track record of making TUPE contracts work. So if your people switch over to us, we'll give them the same career prospects and benefits as everyone else.

Over the last three years, our success rate with TUPE has been close to 100%.

If you've got a skill gap, our people can fill it. We can manage your services either from your site or ours, consult on specialist topics and give you support. And if your needs change, we can be flexible with the number of people who work for you.

Process

We'll manage your services to help you cut your costs, improve the way documents move through your business and smooth out your IT.

You can trust us to do it all expertly too. We give all our clients Ricoh Service Excellence. It's a proven model we always follow to make sure you get the best from us.

You'll work with our Six Sigma Black Belts, Prince 2-accredited project managers and ITIL-accredited IT consultants.

It all starts with finding and keeping the most skilled people around. Then we train those people to be experts in finding out what you're struggling with, and how we can help.

Technology

We'll get to the nub of what you need before we even start thinking about the kind of hardware, software and services that would work best. Then we'll give you a blend of the latest technology, and back you up with support all around the country.

You'll be able to see how your new technology's performing in real-time, too. So you can fine tune it to work as hard as possible for your business.



Outsourcing expertise

We currently have around 50 managed sites in the UK, where we work alongside our customers as a strategic extension to their business.

Our deep understanding of print and document processes is matched only by a first class approach to security and sustainability. Indeed, we have a number of British Standard accreditations to demonstrate our capabilities in handling confidential data and environmental procedures.



About Ricoh.

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in more than 200 countries and regions. In the financial year ending March 2012, Ricoh Group had worldwide sales of 1,903 billion yen (approx. 23 billion USD).

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialised industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

Under its corporate tagline, *imagine. change.* Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For further information, please visit www.ricoh.co.uk

Get in touch

We're on hand to talk you through any of this information and help get you started with managing your documents.

Call us on **0800 90 40 90**

Or email us on ukinfo@ricoh.co.uk