

Case Study

Norfolk County Council
Local government
Managed Print Service

Ricoh Managed Print Service boosts Norfolk County Council's green agenda



A Ricoh Managed Print Service is having a positive impact on Norfolk County Council's green agenda. Energy use and CO2 has nearly halved, there is a substantial reduction in

printing – around 800,000 pages per month - and there has been a 70 percent reduction in the number of printing devices needed.

Executive summary

Name: Norfolk County Council
Location: Norwich, Norfolk
Size: 7,094 staff
Activity: Local Government

Challenges

- Increase the Council's ability to provide greener services and operations
- Deliver greater value for money by improving staff and operational efficiency

Solution

- Ricoh Managed Print Service

Benefits

- Reduces impact on the environment with energy use and CO2 cut by over 40%
- Cuts pages printed by 26%, around 800,000 pages per month and equal to saving 100 trees a month
- Reduces device numbers by 72% while also improving print service efficiency
- Helps the Council transform how, where and when staff work by increasing efficient and flexible working
- Makes it simple to develop and implement best practice for using and streamlining print resources

Challenges

Norfolk County Council, in the East of England, provides a range of local government services to around 800,000 citizens in Norfolk. The Council strives to deliver greater value to those citizens and increase operational efficiency through its commitment to the green agenda.

The Council is also improving services through more flexible and efficient ways of working. As part of a large change programme for Norfolk, it aims to work simpler, better and faster. It is making better use of its office space, resources and mobile technology to support more flexible ways of working.

The Council is also committed to reducing its carbon footprint by 25 percent over the next two years. This is where the Ricoh Managed Print Service is making a big impact. Previously print was managed in a fragmented way, with each department, service area or site organising and buying its own printing facilities so print resources and equipment were not being used as efficiently as they could. There were multiple contracts across the organisation, duplication of resources and devices were not being used efficiently. So the council wanted an effective way to manage and measure its print services and reduce its environmental impact.

Ann Carey, ICT Business Systems & Services Manager, in Norfolk County Council's ICT Shared Services Resources, says, "Our objective was to centralise print operations so we could reduce device numbers. We also wanted more consistency for the printing service and an effective corporate policy on printing, especially around reducing waste and inefficiency. One of the key drivers was to make our print operations more environmentally friendly and improve services, giving better value for money to the community."

Carey adds, "Ricoch provided everything we were looking for, from its green credentials to value for money and capability."

Solution

Norfolk CC has deployed a Ricoh Managed Print Service (MPS), which has replaced the Council's fragmented print operations with a single, integrated and enterprise-wide print service. The Ricoh MPS comprises 204 Ricoh Multifunction Products (MFPs) and 78 desktop printers, replacing over 1,000 devices. The Ricoh MFPs have been placed in 119 locations, including the Council's head office locations in Norwich, outlying offices and other places such as public libraries, registrar offices and museums.



A key part of the Ricoh solution is @Remote and its Green Reports. @Remote tracks performance from an environmental perspective and makes it easy to visualise trends in CO2 savings, power usage and paper consumption in the Ricoh MFPs.

Other features of the Ricoh MPS include Equitrac, which is used for Follow Me printing so that staff can print off from any MFP at any location around the organisation, and for gathering a wealth of information about how print services are being used. Equitrac is also used to help the Council implement green best practice printing policies across the organisation. For example, if a user selects to print in colour, a message pops up on screen about the cost of printing in colour and gives the option to select mono if colour can be avoided.

The Ricoh MPS, which is used by around 7,000 Council staff, also includes legacy print equipment at other remote locations, which are being replaced by Ricoh MFPs as the existing equipment reaches end of life or contracts expire.

Benefits

"The Ricoh MPS has played a significant role in helping us deliver services and operations that are more environmentally friendly. With the Ricoh solution, we've seen a number of green benefits from using resources and equipment more efficiently to reducing paper use, energy consumption and an overall reduction in our carbon footprint. Being able to manage operations and provide services with less impact on the environment, as well as making them more efficient and cost effective, is an important part of delivering better value to the community," says Carey.

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Case Study Norfolk County Council

The Ricoh MPS has enabled Norfolk CC to make significant inroads into its commitment to sustainability. Because the Ricoh MPS helps transform the Council's approach to the way it manages print, it has reduced print volumes by around 26 percent, which is an average of around 800,000 pages a month. These reductions equate to saving around 100 trees a month. This is through implementing best practice like reducing waste from documents being mistakenly printed and greater consideration about whether there is an alternative to printing. Other measures that the Council has introduced include printing less colour, using recycled paper and printing double-sided with some 70 percent of prints now done in duplex.

The Council has been able to reduce the overall number of print devices by 72 percent, delivering significant savings in overall energy consumption. Also, the Ricoh MFPs are highly efficient and consume less energy and emit less CO2. Fewer and more efficient machines have enabled Norfolk CC to reduce energy consumption and CO2 by over 40 percent. Other aspects of the Ricoh MPS, such as more environmentally friendly consumables, also contribute to Norfolk CC's sustainability achievements.

The Ricoh MPS is also supporting the fundamental change in the way staff work and where they work. Follow Me printing, for example, supports the Council's smarter work approach because staff are no longer tied to a specific printer and can work from any Council location and do more desk sharing or hot-desking. Staff can even send a document from home to print and pick up when they arrive at work.

"One added bonus of the Ricoh MPS is the way it supports data protection compliance. Staff are telling us that having a card or PIN to print, is a real benefit for data protection and data confidentiality. When they're doing any confidential work, the risk of that work being left on a machine is removed," says Carey.

The Ricoh MPS provides the Council with a wide range of real-time and detailed information, which can be used to rationalise and improve print services. Equitrac gathers and reports on print use so that, for example, the Council can quickly identify which parts of the organisation have high print volumes and a large colour output. This information can then be used to investigate whether there are more cost effective ways of achieving the same print requirement.

Other information, such as individual printer use, enables the Council to determine if a printer is being fully utilised and, if not, relocate it somewhere, where there is a high demand. "This highly accurate reporting data helps us to optimise and streamline our print resources," says Carey.

Carey adds, "The Ricoh Managed Print Service is helping Norfolk CC deliver more environmentally friendly services and operations. By using less paper and less energy, we're reducing our carbon footprint and delivering a better value service to staff and to the community."

Ricoh Solution/Products

- Ricoh Multifunction Products
- Equitrac
- @Remote

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