



CASE STUDY:

Leading retailer switches to Ricoh to maintain business continuity in France and Germany

When a previous provider withdrew, this leading retailer worked fast with Ricoh to create a new payslip delivery service, helping to prevent disruption, and enabling greater process visibility for HR.

COMPANY & CHALLENGE

The customer is a leading retailer that operates worldwide and achieves multi-billion-euro annual revenues. It brings finely-crafted products to millions of customers every year. Designers, project managers, distribution leaders, logistics teams, sellers, and administrators all work together—including, of course, the HR team—to run global operations.

In some EU countries, the company delivers paper payslips to employees every month and at the end of each financial year, containing details of pay, tax, and social insurance. Providing payslips is a statutory requirement and ensures that employees have proof of income.

Managing high volumes of monthly payslips for thousands of employees represents an essential and complex task—and one that has a direct effect on employee satisfaction and engagement. Payment amounts, personal information, and names and addresses must be 100 percent correct, and the physical payslips must reach employees within a defined number of days.

In Germany and France, the company had been outsourcing responsibility for printing and mailing of payslips to a major service provider for several years. When the provider informed clients that the print service was coming to an end, the company had to move fast to ensure delivery of payslips continued without interruption. With time running low, could the company find a new delivery partner and avoid fines for non-compliance with regulations?



SOLUTION

The company looked for a provider with the capabilities and capacity to handle large volumes of sensitive information securely, and to provide efficient processing and dispatch of payslips in both Germany and France. After assessing potential providers, the company selected Ricoh to take over the printing and mailing of payslips.

This was in part due to a strong recommendation from the previous service provider, who had used Ricoh for large-scale printing in the United Kingdom. Also, the company saw the advantage of Ricoh's international service capabilities, which would remove the complexity and added overheads of working with separate mail and print providers for France and Germany.

Following initial discussions to map the requirements and time objectives, the company worked with Ricoh to plan and implement a new service model.

The company's payroll partner now sends payslip data using the Ricoh Intelligent Data Exchange (RicoH IDX), an encrypted business network, to the Ricoh Document Centre in Brackenheim, Germany, where the service team separates data into Germany and France workstreams.

The Brackenheim service centre prints German employees' payslips, inserts them into envelopes, pre-sorts the addresses using postal codes, and posts them. French payroll data is sent via secure file transfer protocol (SFTP) to Ricoh France for similar processing and dispatch. Ricoh sends payslips and year-end statements in windowless envelopes, ensuring high levels of confidentiality.

Several challenges emerged during the setup of the new process. For example, employee addresses were only available in the same PDF file as pay information, creating a hugely complex task to separate the data for printing onto payslips and envelopes. Using Ricoh IDX, the Ricoh team extracted all names and addresses from the file and sorted according to international postage standards.

During the planning stage, Ricoh quickly understood the need for robust information governance and security, before delivering a solution with workflows configured to ensure its service team cannot view any confidential information. Working closely with the company's payroll partner, Ricoh implemented processes that help to keep the payslip documents as safe and secure as possible at all times.



We created a new service model in rapid time, despite the complexities of the printing and mailing process. Today, the Ricoh service is helping to ensure that the company delivers payslips to its employees on time, every time.

Nick Baumeister, Sales Consultant DACH at Ricoh



BENEFITS

Working with Ricoh, the company built a fast, efficient workflow for printing and mailing payslips in time to meet its deadline. The speedy service design and implementation from Ricoh ensured that there was no disruption or delay to payslip deliveries to employees in Germany and France, and no risk of non-compliance penalties.

The Ricoh solution also provides the company's HR teams with greater transparency into the printing and dispatch process than the old service model. HR teams can log into Ricoh IDX at any time in the production workflow to view dashboards showing the current status of the mailing—including insights into how many payslips the Ricoh service centre has received, how many have been printed, and how many mailed to employees.

Similarly, Ricoh IDX gives the company an innovative way to enhance its employee services. The company can now offer employees secure access to a self-service portal within Ricoh IDX that will allow them to log in and download electronic copies of their payslips. Employees will be able to collect their documents as soon as they are processed, without having to wait several days for the physical printed versions to arrive in the mail.

Nick Baumeister, Sales Consultant DACH at Ricoh concludes: "When the company's previous provider ended their print and mail service, it was essential that they had a replacement up and running quickly. At Ricoh, we created a new service model in rapid time, despite the complexities of the printing and mailing process. Today, the Ricoh service is helping to ensure that the company delivers payslips to its employees on time, every time."

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter. With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com