



CASE STUDY:

Leading bank boosts service levels and cuts printing costs with fully managed services from CFAO Technology & Energy

With a new fleet of Ricoh devices equipped with a print management solution and managed services from partner CFAO Technology & Energy, a leading Ivory Coast bank has cut TCO for printing while improving availability and security.

COMPANY & CHALLENGE

This bank, one of the largest in Ivory Coast, offers a broad range of retail and commercial banking services through dozens of branches nationwide. The bank offers world-class services through an enterprise culture built around customer satisfaction.

Already one of the top banks in Ivory Coast, this company is aiming to capture further market share from its competitors. By deploying a fleet of Ricoh solutions, fully managed by CFAO Technology & Energy, the bank has transformed the availability, security and ease of printing while gaining the cost control it needs to maintain sustainable growth.



OBJECTIVES

Printing remains a vital element across back-office and front-office operations at this Ivory Coast bank. Both in the company's administrative offices and throughout its extensive branch network, employees print large volumes of documents, from customer communications and account statements to loan proposals and deposit certificates.

A spokesperson for the bank, says: "We want to continue to grow our business in a sustainable way, which requires us to take better control of operational costs. Since paper-based administration remains the norm, particularly in our branch network, we were becoming concerned about the rising volume and costs of printing."

The bank had a mixture of shared network printers maintained by a third-party service provider and direct-attached personal printers. A key issue was the lack of a centralised print management solution, which meant that the bank had no visibility of status or usage across its fleet of printers. And with no way for users to direct their documents to a specific printer, without emailing them around the building, the lack of print management software also created potential security issues. Many of the non-networked printers were out of vendor support, which pushed up the cost of consumables. The shared printers were reconditioned units, and the costs for frequent repairs were mounting up rapidly.

“

We want to continue to grow our business in a sustainable way, which requires us to take better control of operational costs. Since paper-based administration remains the norm, particularly in our branch network, we were becoming concerned about the rising volume and costs of printing.

Bank Spokesperson

”



"Ricoh met all our requirements, and their global reputation reassured us of ongoing service and support throughout the working life of the devices."

Bank Spokesperson

Across the entire landscape, availability was around 70%, so not only was the bank paying over the average but service levels were poor.

"In addition to reducing the total cost of ownership [TCO] for printing, we wanted to boost the availability of our device fleet and thereby improve productivity and quality of service," says the spokesperson. "The goal was to standardise on shared networked printers, managed centrally by an outsourcing provider, so that we no longer had to worry about maintaining printers or tracking down the right consumables."

SOLUTIONS

The bank selected CFAO Technology & Energy, a Ricoh business partner and leading importer, distributor and service provider across 17 countries in Africa, to replace its existing diverse printing infrastructure with a fully managed service. The engagement began with an audit of the existing printer fleet, including costs and volumes, which enabled CFAO Technology & Energy to design a solution that would reduce TCO for its client while also significantly improving service levels.

"CFAO Technology & Energy suggested that we deploy Ricoh

solutions," says the bank's spokesperson. "Our requirements specification was purely functional, based on the targeted print performance, the quality, the after-sales service, and so on. Ricoh met all our requirements, and their global reputation reassured us of ongoing service and support throughout the working life of the devices."

Working with CFAO Technology & Energy, the bank replaced its existing fleet with 319 Ricoh multifunctional devices (MFDs), including both colour and black & white devices. Deployed both in the headquarters and throughout the branch network, the MFDs are backed by an SLA-driven managed service from CFAO Technology & Energy that includes the resupply of consumables.

"CFAO Technology & Energy was unique in its ability to offer a 48-hour SLA throughout the country; we have very broad geographic coverage of Ivory Coast, so that was an important factor in our decision," says the spokesperson. "The contract guarantees a replacement machine if an existing MFD is out of service, and everything is handled in a very responsive way by CFAO Technology & Energy."

Network connections from headquarters out to remote branches cannot always be guaranteed, so CFAO Technology & Energy set up local print servers to enable in-branch MFDs to continue working normally in the event of a network failure.



The really big change is in the uptime of our printers—we now have brand-new devices from Ricoh, which offer exceptional reliability.

Bank Spokesperson



BENEFITS

Replacing a disparate fleet of printers with a fully managed printing service has delivered significant benefits for the bank, including reduced TCO, improved device availability, enhanced printing performance, increased visibility of status and utilisation, and better security.

“The really big change is in the uptime of our printers—we now have brand-new devices from Ricoh, which offer exceptional reliability,” says the spokesperson. “In addition, employees can collect their prints from any location. Before, if your personal printer was broken, you would have to email the file to a colleague and ask them to print it, which was a potential security risk as well as causing hassle. Now, you can just choose a different printer, enter your code on that machine, and receive the print-out.”

When a field employee is visiting a branch, they no longer need to print and carry relevant documentation; instead,

they can set up everything in advance, enter their personal code into the branch printer, and receive their documents. And the same combination of security and ease-of-use applies equally to document scanning.

The service contract with CFAO Technology & Energy guarantees 90%+ uptime—a significant step up from the previous 70%—and removes the burden of printer maintenance from the bank’s internal IT teams. The bank pays a flat fee per page to cover the entire service from CFAO Technology & Energy.

“We have not yet measured the cost savings, but the contract is designed to deliver significant savings through the negotiated per-page fee,” says the bank’s spokesperson. “We also get much greater speed in printing and scanning, and we have centralised reporting and monitoring for the first time, so we can see how print volumes are distributed across branches and employees. We are highly satisfied both with the quality of devices from Ricoh and with the comprehensive services from CFAO Technology & Energy.”

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).