



Würth Belux

Managed service reduces process costs by 30%

Würth Belux outsources invoice printing and fulfilment to Ricoh

40,000 invoice points

Würth Belux NV is a subsidiary of Würth, a leading international wholesaler of tools and components. The company's range comprises over 130,000 business-critical lines, including screws, adhesives, power tools and safety equipment.

Würth Belux supplies goods to more than 40,000 customers in Belgium and Luxembourg, supporting them with dedicated account managers, end-to-end inventory management, online catalogues and a network of local shops.

Fully managed service

The company generates tens of thousands of invoices every month. Invoicing - processing, print, insertion and mailing - had been managed in-house but in a bid to streamline the process and cut costs, Würth Belux outsourced fulfilment to Ricoh.

The invoices are now processed by Ricoh in its secure ISO 27001-accredited data centre. Providing a managed service, Ricoh ensures that all invoices are dispatched within 24 hours. Ricoh's service has dramatically reduced invoicing costs.



-30%

Reduction in fulfilment costs

"Ricoh's service is saving us money. Invoice fulfilment costs have fallen by more than 30%. We no longer need to finance our own equipment and have been able to reassign manpower."

Jan Blockx, Facilities
Manager, Würth Belux

RICOH
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"I have 100% confidence in Ricoh's service. Our invoices are accurately processed and dispatched without fail to our customers within the agreed timeframe."

Jan Blockx, Facilities
Manager, Würth Belux

Simple pay-per-use contract

Explaining the decision to outsource to Ricoh, Facilities Manager, Jan Blockx said: "The in-house facility was an unnecessary overhead. We leased specialised equipment and employed a dedicated machine operator. Outsourcing allowed us to reduce costs. Ricoh provides a managed service; we only pay for what we use."

Invoice data is now just forwarded to Ricoh for processing. Ricoh pre-sorts the data to take advantage of discounted mailing rates and prints the invoices using its own high-speed production printers. The invoices are inserted into envelopes, franked and mailed out to Würth Belux's customers.

Unlimited production capacity

Ricoh's service is flexible and cost efficient. Using specialised equipment and operating around the clock, Ricoh's data centre offers Würth Belux unlimited capacity. All invoices, no matter how long the invoice run, are dispatched within 24 hours, eliminating process delays and improving the company's cash flow.

The cost savings are significant. Invoice fulfilment costs have fallen by more than 30%, production space has been released and the dedicated machine operator has been reassigned to other work. And, what is more, with Ricoh managing the process, Würth Belux's management team can now focus on more customer-centric activities.