

# Equitrac Office

## for Government Institutions

*Ricoh and Equitrac help create 'flexible' work spaces at the Arnhem municipality to dramatically reduce costs*



Arnhem is a Dutch city situated between the Veluwe nature reserve and the river Rhine. This historical city has won prizes for greenest city, best events and best city center. Behind all this, is an active municipality—employing 2,000 individuals to manage the development and services for a city of 146,000 citizens.

In an effort to reduce operational costs, this progressive municipality moved toward the creation of 'hot desks' for the physical work environment in its new office buildings. Hot desks are 'flexible' work spaces for the employees which provide the ease

and convenience of having everything within reach to do their jobs.

The flexible work space concept created the necessity for a new print and copy solution. The municipality wanted 'print corners' housing multifunctional devices (MFDs) within a certain distance of each work space—including specifications on the maximum number of steps to the two nearest print corners for each hot desk. Also as part of the configuration, Arnhem wanted to ensure document

confidentiality and reduce waste associated with unclaimed prints. Lastly, the city needed the solution to integrate with its existing print infrastructure, including the ability for LDAP to connect to its e-Directory for user management.



Ultimately the municipality selected Ricoh MFDs with Print and Copy Control™ (PCC) and Equitrac Office® with Follow-You Printing®. Follow-You Printing allows an employee to submit a print job—the print job is then held in a secure print queue until she releases it at any one of the print corners when she is ready. The advantages of Follow-You Printing went beyond improving the productivity and flexibility for the employees. It also ensured that confidential documents—such as personnel data or citizen correspondence—were never left on the output trays. Just as important, it eliminated waste related to documents that were printed but never claimed. And finally, Follow-You Printing enabled the city to maximize its hardware investment by reducing its mixed fleet from 350 devices to 146 Ricoh MFDs.

Ricoh MFDs with PCC provide the user with a single, intuitive interface on the device. Arnhem municipality employees use their existing badge identification system to access the MFD, and secure document release with Follow-You Printing. The embedded PCC module allows the municipality to minimize costs, make access to printing secure and convenient, and reduce paper waste – all while integrating with its current printing environment.

The city was extremely pleased with other unexpected benefits, including the reduced number of helpdesk calls—from 300/month to 200/month.

Plus the joint solution facilitates the city's busy tax season. The high volume MFDs print at a greater speed allowing invoices to be created faster—while Follow-You Printing affords employees to select any MFD not in use, with no disruption in their productivity.

### GOVERNMENT ORGANISATION

Arnhem municipality is situated in the eastern part of the Netherlands between the Veluwe nature reserve and the river Rhine. One of the largest cities in the Netherlands, the municipality employs 2,000 individuals to support and service 146,000+ citizens.

### CHALLENGE

Reduce overall operations costs, including a print management solution that operated in a Novell environment—while simultaneously increasing employee flexibility and productivity by leveraging the municipality's 'hot desk' work space concept.

### SOLUTION

Ricoh MFDs with PCC and Equitrac Office with Follow-You Printing—a secure, convenient way to release documents.

### RESULT

Reduced number of printers/MFDs by over 50%. Lowered monthly helpdesk calls by 33%. Standardised on Ricoh MFDs. Ensured document confidentiality. Increased printing efficiencies.

Arnhem municipality has implemented a print solution that has exceeded its needs and expectations. "We have created an adequate print environment that fully supports flexible work spaces," says Richan Postmus, Head Technical Management ICT/Facilities. The city is reducing print costs, minimizing waste, guaranteeing secure printing of confidential documents and freeing up the helpdesk staff.