

Equitrac Office

for Government Institutions

Ricoh and Equitrac help the Dutch Police Department reduce costs



GOVERNMENT ORGANISATION

The Haaglanden Police Department is comprised of 23 offices with 5,500 employees. It is responsible for the safety of the 485,000+ inhabitants of The Hague and its surrounding region.

CHALLENGE

Organize the unmanaged print fleet, eliminate abuse of colour printing and implement secure printing while ensuring user friendliness.

SOLUTION

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

RESULT

Reduced the number of printers/MFDs by over 50%. Standardised on Ricoh MFDs. Implemented rules-based colour printing. Ensure document confidentiality. Increase overall printing efficiencies.



The Hague is one of the most influential cities in Europe and the world, by way of its role as the de facto judicial capital of the United Nations. The Haaglanden Police Department is responsible for the safety of the 485,818 inhabitants of The Hague and its surroundings.

Police department employees in 23 offices cover the 400 square kilometers area around The Hague. The size of the area makes this police department the third largest in the Netherlands.

The department had commenced a process of evaluating its print environment in a portion of the regional offices. The goal was to reduce the number of standalone printers and maximize printing efficiencies. In addition to the high costs of single purpose printers, the department had no control over who was printing what and where.

Initially the solution included replacing the majority of the desktop printers with Ricoh multifunctional devices (MFDs). Plus, the department implemented Equitrac Office® with Follow-You Printing® and PageCounters®. The Follow-You Printing functionality from Equitrac provided secure document printing. The user prints and the job is held in a secure print queue until the user releases the job at the MFD of choice by entering his personal identification number (PIN)—no more documents left unattended in output trays and no more waste from unclaimed jobs.

In an ever-evolving process of evaluating operational efficiencies, the Haaglanden Police Department later systematically upgraded to Ricoh colour MFDs with Print and Copy Control™ (PCC) and NSi Autostore for document scanning. Along with Equitrac, now the entire document workflow process could be managed from

the intuitive interface—right on the Ricoh device. The PCC device-embedded solution allows staff to log on to any Equitrac-enabled MFD and choose the print job/s they want to collect.

The police department also wanted to offer its employees access to colour printing. Using functionality in Equitrac Office, the administrator set up rules-based printing which designated colour printing privileges to certain users. Once more, the department administrator has access to over 60 reports which will allow him to monitor MFD usage and implement additional print rules to maximize least cost printing.



“This is the perfect combination for us. The simplicity and the low maintenance are perfect. It has made an enormous impact on our department”

Jack Aarssen, Manager
Functional Management Generic Facilities.

Key Benefits:

- 1 The combined hardware/software offering from Ricoh and Equitrac play a significant role in delivering cost efficiencies, ease-of-use, and an overall comprehensive solution.
- 2 Print jobs are automatically routed to the appropriate MFD.
- 3 New users can register themselves with the swipe of a card instead of relying on a manual IT process.
- 4 One of the most dramatic savings came from rules-based colour printing for all employees.