



ACCOUNT TYPE
ZBA

VERTICAL
Healthcare

CHAMPS CERTIFICATIONS
Managed Document & Business Process Services

THE TEAM

- Gordy Link, President and CEO, WCC Business Solutions
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- Craig Ratcliff, Ricoh Solutions Support Specialist
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- Sally Null, Ricoh District Business Manager

Non-Profit Health Agency Uses Centralized Software to Cure Excessive Print Costs

THE BEGINNING

Non-profit agencies are created to find people in need and offer services to help them — wherever they are. For more than 40 years, this mental health and addiction services organization has treated people throughout the Southeast, opening up new offices when and where they were needed most. When people are busy helping others, however, they can forget that they need help, too. Without a clear print strategy, new technology or trusted advisor, the organization faced escalating print costs. That's when the organization turned to the document management experts for treatment.

CHALLENGES AND DESIRED OUTCOMES

Mental health professionals handle life-or-death crisis. They exert an incredible amount of energy and focus helping their patients. Worrying whether they should be printing in color or black-and-white is probably the furthest thing from their minds. But, non-profit budgets are tight and the excessive print costs posed a significant challenge that needed to be addressed.

There are several branch offices scattered throughout the region. Each office has its own leadership team, but few had a formal print policy. Print costs varied widely with each office. Key decision-makers began to speculate about how much they were wasting because of inconsistent and unnecessary printing.

The organization wanted more centralized control of its print operations. It wanted to limit specific types of printing, such as color printing, to only authorized users to reduce costs. In addition, the team was worried about protecting confidential patient information that could end up in the wrong hands when documents were printed but not retrieved immediately.

CUSTOMER CHALLENGES

- Excessive print costs
- User authentication for MFPs
- Centralized administrative control for branch offices

SOLUTIONS

- Installed Streamline NX software via CHAMPS Managed Document & Business Process Services
- Developed proof of concept for local branch office
- Installed 34 Lanier MFPs

RESULTS

- Reduced print costs
- Administrators can monitor usage from centralized location
- Confidential documents released only to authorized users



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SOLUTION AND IMPACT

Mental health professionals know the importance of trust. After all, building trust is a critical part of therapy. That's why WCC Business Solutions and Ricoh Managed Document & Business Process Services collaborated to earn their trust quickly. WCC Business Solutions and Ricoh developed and installed a proof of concept solution at a prominent branch office to prove that we could protect document confidentiality and reduce costs throughout the expansive network of offices.

Ricoh then installed Streamline NX. Users enter a PIN code at the MFP to access MFP functions, including color printing. Administrators can track individual print usage and monitor color print jobs. In fact, authentication can be personalized, to prevent certain users from accessing specific MFP capabilities. For example, for users who print only basic documents, color printing can be disabled entirely.

The new solution also offers secure printing. Previously, users would print from the desktop and the MFP would begin printing almost immediately. If the user was delayed for any reason, the documents would lie unattended where any passersby could read about a patient's history, billing and other confidential information. With Streamline NX, the file is stored in a queue at the MFP until it's released by an authorized user standing at the device.

The collaborative proof of concept was a resounding success. Because Streamline NX is scalable, it was installed at each branch office to curb excessive print costs across the network. Administrators can monitor print users at each office from a centralized location.

Key members of the non-profit organization were extremely impressed with Ricoh Managed Document & Business Process Services. In fact, they've purchased 34 Lanier MFPs to deploy throughout the network of offices. Plus, they plan to use WCC Business Solutions and Ricoh to implement mobile forms processing soon.

HOW WE MADE INFORMATION WORK

The non-profit agency suspected that irresponsible printing led to escalating print costs. With Streamline NX, the company had the information it needed to implement new printing policies to curb unnecessary printing moving forward. It takes only a few moments for administrators to gather critical information remotely and share it with key decision-makers throughout the organization. In addition, the agency can take advantage of user authentication to help make sure that important or confidential information is available only to the right people at the right time.