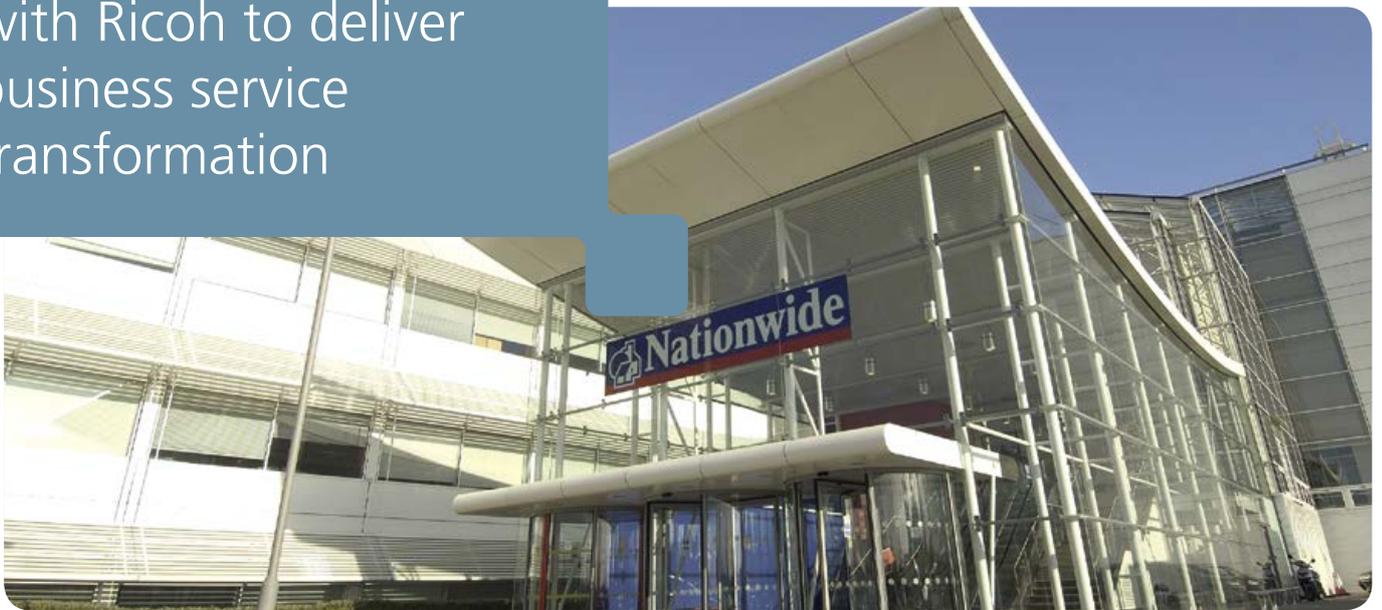


## Case Study

Nationwide  
Financial Services  
Managed Print Service

# World's largest building society partners with Ricoh to deliver business service transformation



One of the key business services at Nationwide, the world's largest building society, is managing print for around 700 high street branches and multiple administration centres. Through a partnership with Ricoh,

Nationwide has transformed its enterprise-wide print service, reducing costs by £56,000 in three months, halving the print fleet and improving operations for staff.

## Executive summary

**Name:** Nationwide  
**Location:** Swindon, UK  
**Size:** 17,000 employees (full and part time)  
**Activity:** Financial Services

### Challenges

- Multiple print devices, manufacturers and support contracts
- Existing print operations difficult to manage and control
- Business strategy to centralise business services and reduce costs

### Solution

- Ricoh Managed Print Service

### Benefits

- Transforms print service delivery and management for around 700 branches and multiple administration sites
- Print and paper reduction saves £56,000 and 8,000Kgs of CO2 in first three months
- Reduced paper use saves the equivalent of 9 trees every month
- Cuts print fleet by 50%, but still improves print services
- Fast, accurate reporting enables regular service improvement and fine tuning
- Ricoh named Nationwide's Supplier of the Month in first month of operation

### Challenges

Nationwide is the world's largest building society, as well as being the second largest savings provider and a top-three provider of mortgages in the UK. It is also a major provider of current accounts, credit cards, ISAs and personal loans. Nationwide has around 15 million customers and members.

Printing, whether as part of back office administration or for customers in a branch, is a key part of Nationwide's business operations. But, like many organisations, the print function had developed over a number of years in a piecemeal way. As a result, there were multiple types of print device, from many different manufacturers, supported by a whole mix of different contracts. It was difficult for Technology to get a clear understanding of how print was being used, how much it was costing and what users needed.

Nationwide had three main objectives: standardise print across the whole organisation, reduce costs and provide staff with a better experience. This coincided with a general strategy at Nationwide to standardise and centralise its business support functions.

Nationwide carried out a formal tender process to find a suitable partner to help plan and implement an improved print service. After several elimination and selection stages, Nationwide chose Ricoh.

Paul Martin, senior operational supplier manager at Nationwide, says, "As well as a value-for-money proposition, we also wanted to work with Ricoh because of its experience and knowledge of providing complex and multi-site print solutions to large organisations. Ricoh has a lot of expertise across many sectors, but it is its experience and success in the financial services sector that makes Ricoh the right partner for Nationwide."



### Solution

Nationwide has deployed a Ricoh Managed Print Service (MPS) for around 700 retail branches and multiple administration centres. In total, there are 5,700 networked Ricoh Multifunction Products (MFPs) - 4,750 in branches and 950 in administration.

Equitrac and @Remote software applications, hosted at the Swindon head office, manage the enterprise-wide service by monitoring in detail how each MFP is used and even what each employee prints. Equitrac provides accurate and granular information on how print is used throughout the business. It also enables Follow Me print so that staff can print to any MFP at any location using a personal PIN. @Remote provides information on device activity and performance.

Part of the Ricoh service involved a pre-installation survey to determine what each office and location required and how best to deploy the Ricoh solution. Swindon is one of Nationwide's largest sites. Here, Ricoh MFPs are located in print hubs so that users have easy access to print services, while also ensuring resources are deployed in the most efficient way.

There are six Ricoh employees on site at Swindon helping to manage the MPS. Using information from Equitrac, Nationwide and Ricoh have regular meetings to monitor how effectively print resources are being used and will, if need be, move an MFP or change device capacity to deliver maximum efficiency.

At high street branches there can be up to 12 MFPs, depending on the number of staff. Other smaller Ricoh print devices are used in branch consulting rooms, where staff meet customers to discuss products and services and when they need to print out information.

"Before the Ricoh MPS we didn't have much information about how print resources were being used across the business. But fast, accurate and detailed reporting from the Ricoh MPS is impressive. The level of information we are able to extract from Equitrac and @Remote makes managing print services easier and more efficient. For example, we can now put in place a much more accurate cross charging model, which was almost impossible before," says Paul Martin.

A month after the new print service went live, Ricoh was awarded Nationwide's Supplier of the Month Award.

### Benefits

The Ricoh MPS has had a dramatic impact on the way Nationwide manages and delivers print services across the business. It is helping staff to be more efficient, it is reducing costs and it has made print operations easier.

*continued overleaf*

## Case Study Nationwide

"The transformation in print services that Ricoh has helped Nationwide achieve is fundamental to the business. We need an efficient, reliable way to print information in our administration centres. But even more importantly, if there isn't a first-class print service in a high street branch and we can't print out offer documents, then that can impact our ability to deliver a high quality service to our customers," says Paul Martin.

Nationwide did not have an accurate record of all the print devices it used to have, but based on a typical office environment it estimates that the Ricoh MPS has reduced device numbers across the business by at least 50 percent.

The Ricoh solution is helping to reduce print and eliminate documents left, unwanted, in print trays. Follow Me print means that users only print what they actually need and if they have printed the wrong document or sent multiple copies to print, this is rectified before printing. After 24 hours, all print queue jobs are purged. This also removes the risk of sensitive information being left in printers.

In the first three months since the Ricoh MPS was installed, Nationwide saved £56,000 in reduced printing and waste paper, which also reduced carbon emissions by 8716 kilograms. The cut in wasted paper averages out to a saving of around nine trees every month.

Paul Martin says, "We are getting some very good feedback from our internal customers about how the Ricoh MPS has, in the words of some staff, 'transformed' the way they work.

People love the efficiency and flexibility of going to any device and printing off just what they need, anywhere on site. I need to visit other locations around the UK and being able to send documents to print wherever I am going is a great benefit."

Operational management has also been significantly improved, with better reporting, working with one supplier and standard equipment and controlling the service from one, central location.

The Ricoh MPS also helps with managing digital information. For example, when a customer applies for a mortgage or other product, several original supporting documents are needed. These are scanned, using a Ricoh MFP and then, via a pre-set code, emailed to the relevant department for processing.

With the new print service in place, Nationwide and Ricoh are starting to look at ways to enhance it, for example, using the Ricoh MPS for printing direct from a mobile device.

### Ricoh Solution/Products

- Ricoh Multifunction Products
- Equitrac
- @Remote
- Ricoh on-site support team

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Paul Martin, Senior operational supplier manager, Nationwide

