



CASE STUDY:
Ricoh service unlocks funding to help
The King's Trust support more young people



EXECUTIVE SUMMARY

Name: The King's Trust
Location: London, Birmingham, Manchester
Size: 1,100 staff, 9,000 volunteers
Activity: Changing young people's lives

Challenges

- Supporting work to improve young people's lives
- Reduce burden of administration on resources
- Old, outdated print facility

Solution

- Ricoh Managed Print Service
- Ricoh partnership

Benefits

- Re-directs a significant amount of budget towards supporting young people
- Saving means 100 more young people helped
- Increases staff and operational efficiency
- Supports sustainable work environment
- Reduces printer fleet from 48 to 21
- Cuts paper volumes by 30%

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The King's Trust's partnership with Ricoh is enormously powerful. Not only does Ricoh help with funding, their print expertise adds value to what we do. The Ricoh Manage Print Service is saving us a significant amount over three years and that saving means we can support an extra 100 young people. We are lucky to be supported by businesses like Ricoh and the donations are hugely valuable but often it is some of the other things that partners can do that are even more valuable.

*JULIA BEAUMONT,
CHIEF TECHNOLOGY OFFICER,
THE KING'S TRUST*

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When The King's Trust called on Ricoh to implement a new Managed Print Service, it provided staff with a more efficient and reliable printing solution that also enhanced sustainability. Most importantly, the service has enabled The King's Trust to redirect significant operational savings toward supporting more young people.

CHALLENGES

The single, most important principle guiding everything and everyone at The King's Trust is ensuring every young person has the chance to succeed. And since it was set up by HRH King Charles III in 1976 when he was the Prince of Wales, the organisation has aimed to do just that. Now in its 50th year, The King's Trust has helped a million young people often from challenging and difficult circumstances to become health workers, sports coaches, youth workers, fashion designers, builders and business owners.

As a charity The King's Trust constantly strives to cut the amount of income spent on administration and direct it towards the main aim of helping young people. The King's Trust has managed to save hundreds of thousands of pounds it used to spend on printing through its partnership with Ricoh.



Like many organisations, The King's Trust is digitising its business operations – like its cloud-first strategy - to reduce costs and improve efficiency. But it still needs to produce several documents and items to support its activities. This ranges from standard office documents like letters and reports through to workbooks, learning and training material and qualification certificates to recognise the successes of young people. Sometimes a printed sheet or booklet is a more effective and accessible way for volunteers and young people to inform, learn and improve.

Julia Beaumont, Chief Technology Officer at The King's Trust said, "The aim is to use printed material only where it is needed, for things like legal and contractual documents and letters where hardcopies are required. But also, we prefer and believe it is best to work face-to-face with young people and using physical bits of paper is often the most effective way for them to learn."

The King's Trust already had a print operation, but it had been in place for several years and was old and getting to end of life. As well as more cost effective, efficient and more sustainable print, The King's Trust has adopted Cyber

Essentials, a government-backed cyber security certification scheme which includes making print more secure. The organisation turned to its long-standing partner Ricoh for a solution.

SOLUTION

The King's Trust has upgraded its print resources with a Ricoh Managed Print Service that extends across all The King's Trust's 13 offices in the UK including larger locations in London, Birmingham and Manchester. The service comprises 21 Ricoh Multifunction Products (MFPs) interconnected and managed using Ricoh PMC (Print Management Cloud). Ricoh PMC replaces on-premises hardware with a serverless, cloud-based print management application running on Microsoft Azure. It ensures secure document release, helps policy setting, and controls and manages devices across all offices. Ricoh's @remote monitoring system installed in each device automatically spots potential faults and consumable use. When alerted, Ricoh resupplies consumables to each MFP location, freeing staff from having to monitor and manage printers. The service also includes on-site hardware support in case of device problems.



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*MICHAEL BEATTIE,
HEAD OF INFRASTRUCTURE
AND WORKPLACE,
THE KING'S TRUST*

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“Part of the Ricoh solution involved a print reduction project. Where we had two printers we went down to one and where there were three devices, we reduce it to two. Despite cutting our printer fleet from 49 devices to 21, we have managed to increase efficiency and improve the work environment for staff,” said Michael Beattie, Head of Infrastructure and Workplace at The King’s Trust.

As well as being a trusted print service provider for The King’s Trust, Ricoh is a Silver Patron and a member of the Technology Leadership Group. Since 2012, Ricoh has provided mentoring support and donations, workshops, work placements and fund raising. Ricoh has also made supporting The King’s Trust and young people part of its own employee development programme.

BENEFITS

Print is an essential core service for The King’s Trust and the new Ricoh solution has improved the work environment for staff by making print easier and more reliable. But more important is how the service helps The King’s Trust with its primary aim of ensuring every young person has the chance to succeed.



As a charity, sustainability is a key goal for The King's Trust. As well as reducing print devices, the volume of paper used has also decreased by 30% which saves trees and sequesters around 76.8 tonnes of CO2. The energy efficient Ricoh MFPs have reduced overall energy consumption from over 200kwh to less than 125kwh. The King's Trust has achieved these sustainability improvements through a general shift to more digital work as well as better and more efficient printing because of the Ricoh solution. Also, Ricoh PCM has helped to improve application of universal policies like mono and duplex printing as well as increasing visibility to quickly spot and remedy where there might be unnecessary printing.

Ricoh worked with The King's Trust to run an internal 'Think before you print' campaign which included a series of simple, graphical posters reminding staff to avoid colour and unnecessary printing.

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history.



Ricoh has been a big part in helping The King's Trust modernise what we do and have insight into doing it in a cost effective and more environmentally friendly way.

*JULIA BEAUMONT,
CHIEF TECHNOLOGY OFFICER,
THE KING'S TRUST*



Solutions / Products

- Ricoh Managed Print Service
- Ricoh PMC (Print Management Cloud)
- @Remote
- Ricoh Multifunction Products

In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

For further information, please visit www.ricoh.co.uk

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