



## CASE STUDY: Stream-Ricoh partnership delivers business process digitisation for leading UK FM business

### EXECUTIVE SUMMARY

**Name:** Stream Managed Services

**Location:** Glasgow, Scotland

**Activity:** Print and data management

#### Challenges

- Help businesses achieve digital transformation
- Slow, manual paper-based operations
- Outdated, inefficient document processing

#### Solution

- Stream-Ricoh partnership
- Business process automation

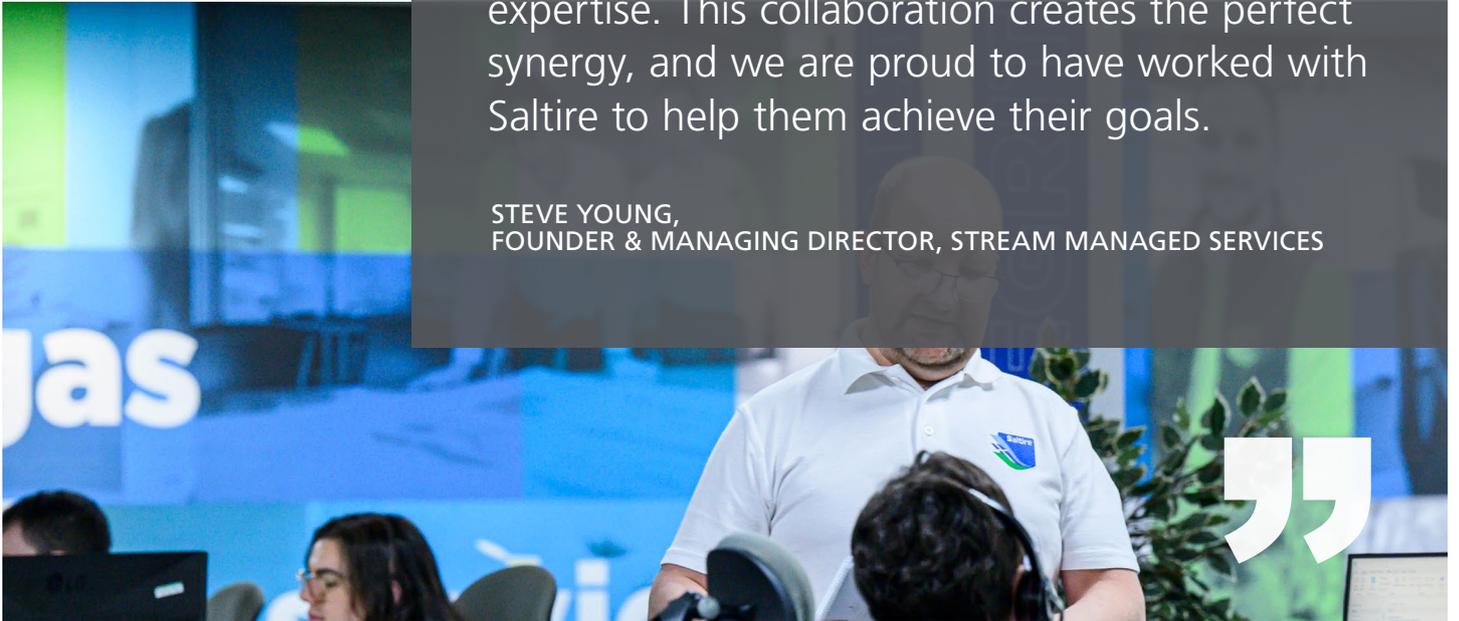
#### Benefits

- Helps deliver digital transformation
- Automates inefficient, manual processes
- Increases invoice handling speed by 65%
- Improves process visibility
- Enables 80% faster, more efficient printing
- Cuts energy use by 78.5% and CO2 emissions by 78.6%
- Reduces wasted paper and improves secure printing

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Stream Managed Services has a proven track record of delivering world-class document solutions to businesses across the UK. Our partnership with Ricoh has been instrumental in this success, combining its global scale and strength with our in-depth local knowledge and expertise. This collaboration creates the perfect synergy, and we are proud to have worked with Saltire to help them achieve their goals.

STEVE YOUNG,  
FOUNDER & MANAGING DIRECTOR, STREAM MANAGED SERVICES



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Through its business partnership with Ricoh, Print and data management specialist Stream Managed Services is helping UK businesses achieve digital transformation. One of Stream's customers, leading UK FM firm Saltire, has improved business process automation, gained greater insight into financial processes and improved sustainability.

## CHALLENGES

Supporting the business operations of one of the UK's largest property service providers requires a significant level of experience, quality products and, critically, collaboration between industry and technology experts. A partnership between Stream Managed Services and Ricoh has helped Saltire support its 120,000 tenants and homeowners effectively and efficiently with an integrated document management solution.

Saltire Facilities Management is a comprehensive home services provider, specialising in renewables, gas services, electrical works and heating. It works with public sector clients, homeowners and businesses in 80,000 properties all

over the country, helping them to decarbonise their housing and office stock and meet their zero-carbon obligation.

Saltire has a 280-strong team of engineers in the field serving customers and spending time filling in documents and timesheets that were manually entered into an accounts system. Saltire had 400 inbound invoices a month which also had to be manually processed. As part of its digital transformation strategy, Saltire wanted to transition to cloud-based solutions and streamline its purchase invoice processes. Saltire had started to digitise these operations but found that the supplier and its solution were not meeting the business' needs.

“Stream Managed Services excelled in every area from decommissioning our old systems and giving strategic advice to implementing the new solution. We now have a cloud-based print management solution that is faster and more user-friendly, with seamless integration into our DocuWare repository. The success of the project has led to Stream helping Saltire develop a roadmap to digitise other areas of the business.”

SCOTT MCFARLANE,  
FINANCIAL DIRECTOR  
SALTIRE FACILITIES MANAGEMENT



Scalability and future development were limited and did not always support Saltire’s business processes. The print devices associated with the solution had reached end of life and were slow and costly, used too much energy and had an unacceptable CO2 footprint.

Saltire turned to Stream, a Glasgow-based Ricoh business partner and specialist in digital print and data management services. Stream provides a range of services including managed print and production print, content management and e-workflow solutions to commercial and public sector organisations in Scotland and across the UK.

## SOLUTION

Stream and its partner Ricoh deployed a business process automation solution for Saltire. This includes Ricoh’s cloud-based DocuWare document management application, Ricoh print management software, and Ricoh Multifunction Products (MFPs) for document printing, scanning and processing. The solution helps Saltire digitise and streamline

accounts payable, manage print services, and automate manual processes.

By unifying document handling, printing, and hardware, the solution integrates seamlessly with existing business systems. For example, a dedicated DocuWare button on the MFPs allows staff to quickly scan documents directly into the Sage accounting application. Another key feature is the ability to process handwritten documents such as expenses and receipts.

In addition to deploying the new solution, Stream played a crucial role in helping Saltire transition away from former suppliers. With multiple contracts, services and products in place, Stream provided guidance on how to exit existing agreements smoothly and amicably, ensuring a quick and hassle-free move to the new Stream and Ricoh solution.

Scott McFarlane, Financial Director at Saltire Facilities Management Ltd, said, “Stream Managed Services excelled in every area from decommissioning our old systems and giving strategic advice to implementing the new solution. We now have a cloud-based print management solution that is

faster and more user-friendly, with seamless integration into our DocuWare repository. The success of the project has led to Stream helping Saltire develop a roadmap to digitise other areas of the business.”

There is a service and support agreement managed by Stream, backed up by technology expertise, service desk and engineers from Ricoh. For instance, Ricoh has many of its own digital print and document management experts in Scotland where Saltire is headquartered.

A key element of the solution has been collaboration between Stream and Ricoh to design, configure and seamlessly integrate the document management solution into Saltire’s business operations and work environment.

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Following the success of DocuWare in finance, Saltire is now working with Stream to expand the solution to other areas of the business such as HR, sales and project control.

“Deploying a document management solution for accounts payable has established a foundation and roadmap for Saltire. Now Stream and Ricoh are working with the company to support digitisation across other areas and functions of the business,” said Young.

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In addition to our automated accounts payable processes, Stream also recommended a dashboard that gives Saltire’s senior finance team instant, at-a-glance visibility into our invoice process. This added feature has been invaluable, providing real-time insights that enhance decision-making and overall business efficiency

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## BENEFITS

The Stream and Ricoh solution has delivered several efficiency and improvement benefits for Saltire. One of the most important of these is giving better insight and information about its financial processes. Stream also implemented a management dashboard integrated with Saltire's DocuWare application showing, at-a-glance, the financial status of accounts payable processes and if there are any bottlenecks delaying payment and cashflow.

The solution enables single-touch invoice scanning and capturing invoice data directly into the accounting application. Automated and pre-defined workflows with real-time insight mean invoices are processed up to 65% faster. Delays and lost invoices have been dramatically reduced.

Additional benefits that Saltire have realised include print speeds increasing by 80% even though electricity consumption has dropped by 78.5% and CO2 hardware emissions by 78.6%. Other benefits are less wasted paper and more secure printing with single-sign-on and Follow Me printing,

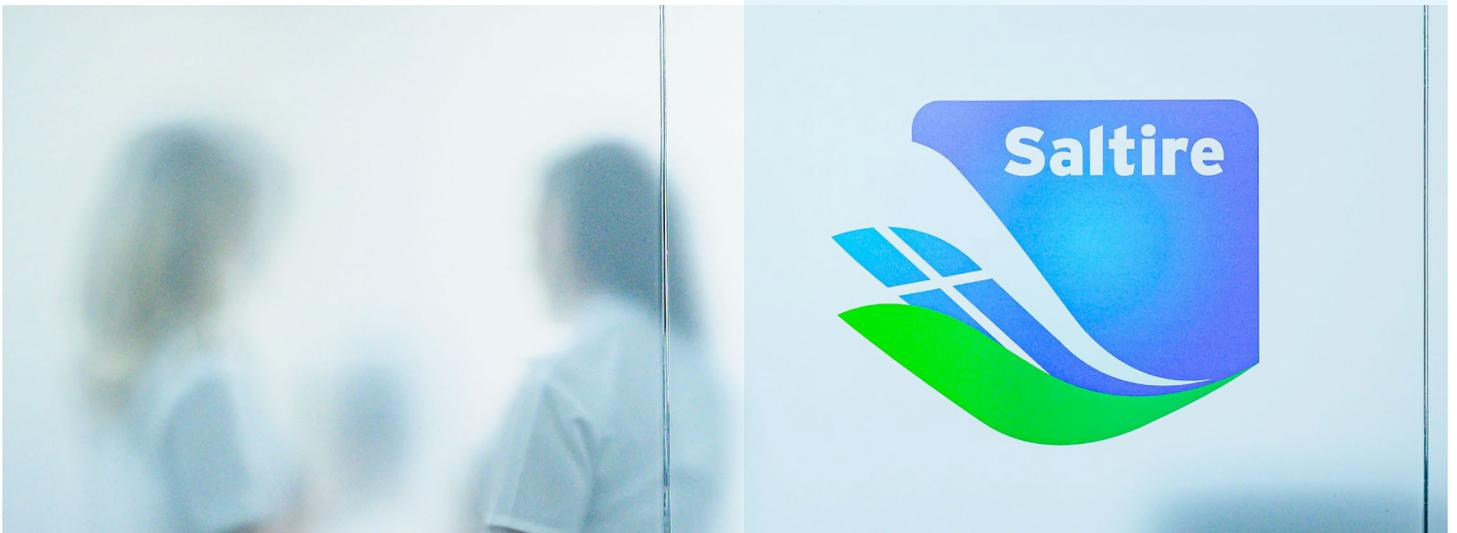
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process. This added feature has been invaluable, providing real-time insights that enhance decision-making and overall business efficiency," said McFarlane.

Many of the benefits that Stream is delivering to Saltire and other customers have come from its partnership with Ricoh. "I have always seen Ricoh and its services and solutions as excellent. Ricoh is at the cutting edge of technology and for an SME like Stream partnering with Ricoh is a huge benefit. It enables us to take advantage of that technology lead, expertise and service quality to open up new markets and work with customers that we might struggle to serve and support on our own," said Young.

### Solutions / Products

- Ricoh DocuWare
- Stream Intuitive Dashboard application
- Ricoh device-DocuWare scanning software
- Ricoh Smart Integration (RSI)
- Ricoh Multifunction Products
- Stream & Ricoh business process automation consultancy





For more information, please contact:

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## 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.

In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfilment 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](http://www.ricoh.co.uk)

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