



## CASE STUDY:



# ISS-Ricoh partnership delivers 65% cut in mailroom costs for financial services business

## EXECUTIVE SUMMARY

**Name:** Financial Services Business

**Location:** London, UK

**Size:** 5,000 staff

**Activity:** Financial Services

### Challenges

- Support strategy to digitise business services
- Existing print and mail service slow, inefficient, poorly managed

### Solution

- ISS-Ricoh partnership
- Ricoh Production Print and Mailroom Managed Service

### Benefits

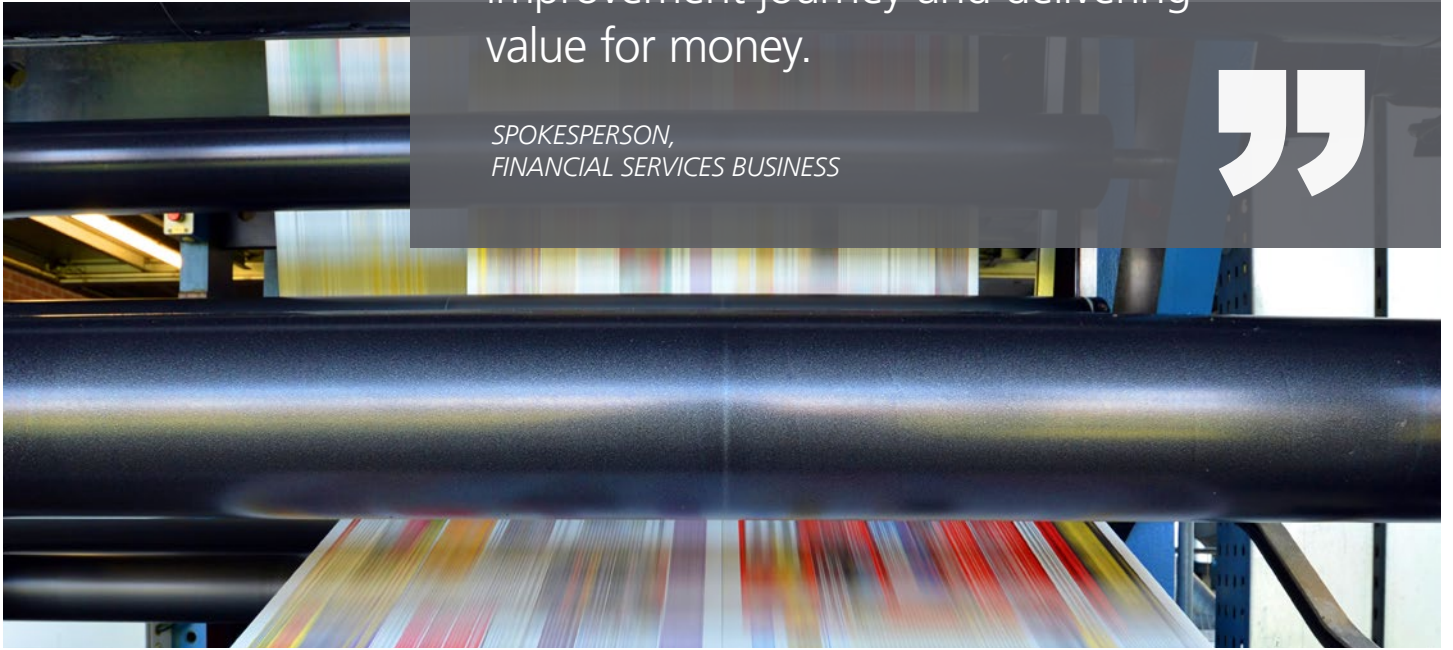
- Improves speed, efficiency and accuracy of mailroom operations
- Reduces print and mailroom costs by 65%
- Makes business operations streamlined and efficient
- Reduces manual functions
- Enables agile and productive processes

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We were aware of the skills and market position of both ISS and Ricoh. But combined they offer a powerful force for supporting us on our digital transformation, user experience improvement journey and delivering value for money.

*SPOKESPERSON,  
FINANCIAL SERVICES BUSINESS*

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A global financial services business replaced a tired and outdated mail and print operation with one delivered through a partnership between ISS and Ricoh. It helped the business save 65 percent of mailroom costs, increased digitisation and made processes more agile and productive.

## CHALLENGES

This financial services business is one of the world's oldest financial institutions based in London but serving customers around the globe. It has billions of pounds sterling in assets and provides a range of financial services to businesses and organisations of all sizes.

While its long history is a huge benefit to brand reputation and experience, it meant some of its internal processes and functions had become outdated. The business launched a digital transformation plan aimed at making business operations more efficient and cost effective.

One area that needed addressing was print and mailroom operations where processes were primarily manual and had become slow and inefficient. The company had an existing supplier managing these functions, but the supplier had been in place for several years and was no longer proactive or innovative. So the business decided to find an alternative solution. It engaged with ISS - a leading workplace experience and facility management company - for a package of support services to improve the workplace experience. This included services such as catering, hospitality, switchboard and reception. But it



## SOLUTIONS

was a partnership between ISS and Ricoh that ignited the business' interest in the two partners to help solve its print and mailroom challenges.

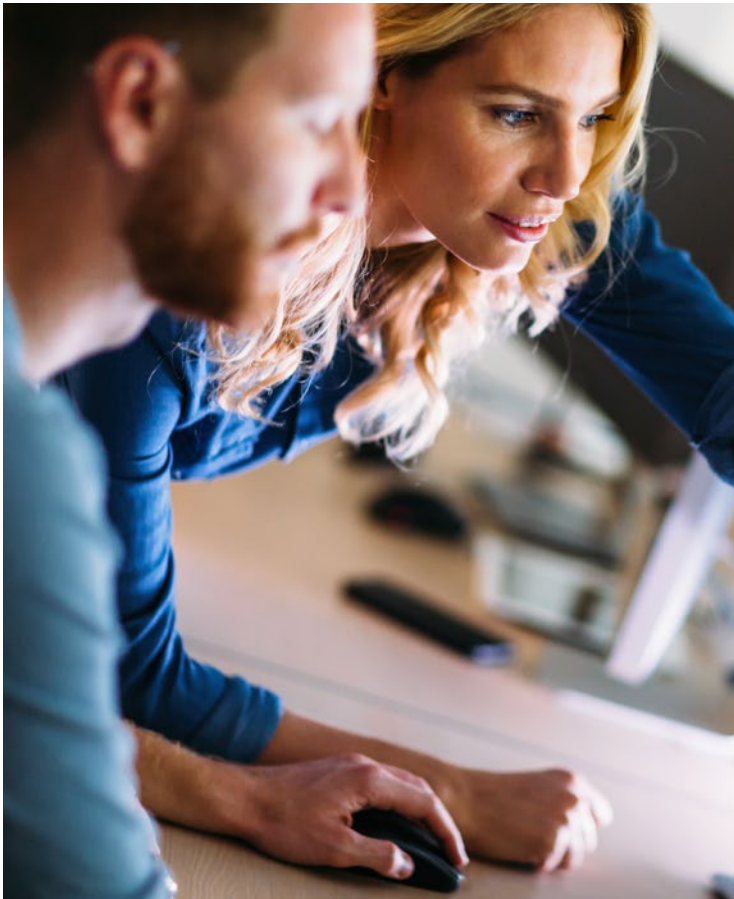
The business was impressed by the partnership which combined ISS business and workplace outsourcing experience with Ricoh's expertise in document management and mailroom services. ISS formed the alliance with Ricoh to offer a more comprehensive and diverse array of services and solutions to clients. Ricoh supports ISS with mailroom digitisation, reprographics and print services along with a wide range of office and workplace technology solutions.

A spokesperson for the Financial Services Business says, "We were aware of the skills and market position of both ISS and Ricoh. But combined they offer a powerful force for supporting us on our digital transformation, user experience improvement journey and delivering value for money."

As part of the overall ISS managed workplace offering, Ricoh deployed a Ricoh Production Print and Mailroom Managed Service which was run by four Ricoh employees on site at the business' London head office.

A central print room in the London location handled all the business' high-volume and complex print requirements such as circular letters and mail outs, presentations, customer information and marketing material.

On average the print room handled around 150 jobs a month accounting for some 100,000 colour and mono pages. In another area of head office, Ricoh oversaw the mailroom operation which processed incoming mail and managed functions like couriers. Incoming mail was scanned and distributed electronically to the appropriate department or individual, even remote workers got mail via a mobile device. Each month the function spent over £1,000 on outgoing mail postage.



To increase process digitisation and automation, Ricoh deployed its print and document management system TRAC. It is a web-based portal through which staff can process mailroom and parcel-handling services. TRAC was used to barcode and monitor incoming and outgoing mail items. The system also tracked and monitored service level agreements and provided real-time access to management information.

## BENEFITS

ISS and Ricoh helped this Financial Services Business transform and improve several business operations and processes covering print and document management and various facilities management services such as mailroom functions.

The business found partnering with ISS and Ricoh, along with smarter automation and digitation processes using systems like Ricoh TRAC, saved up to 65 percent of mailroom costs. This was achieved by reducing manual processes, greater efficiency and best practice from using



We needed a service partner to enhance our workplace experience, bring in risk-free innovation and technology and maximize data and decision making, whilst making the user-experience seamless. The ISS-Ricoh partnership delivered first-class expertise that helped drive up service excellence, user experience and value for the business.

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FINANCIAL SERVICES BUSINESS*



an experienced service provider like Ricoh. It enabled the business to cut out waste, streamline processes, and make them more agile and productive.

Digitisation also provided the business with a fully auditable trail and additional GDPR compliance.

One of the key advantages of the ISS-Ricoh partnership was its strategy to provide the business with continuous improvement and innovation. The three organisations held regular team meetings and quarterly innovation review



sessions to look at challenges and find solutions that help make services and operations more efficient and cost effective.

“We needed a service partner to enhance our workplace experience, bring in risk-free innovation and technology and maximize data and decision making, whilst making the user-experience seamless. The ISS-Ricoh partnership delivered first-class expertise that helped drive up service excellence, user experience and value for the business,” says a spokesperson for the Financial Services Business.

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### Solutions / Products

- Ricoh Production Print
- Ricoh Mailroom Services
- Ricoh TRAC

## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of digital services and information management, and print and imaging solutions designed to support digital transformation and optimize business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit [www.ricoh.co.uk](http://www.ricoh.co.uk)

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