

Warner Village Theme Parks Ride on Ricoh



**PrintWISE™ +
Printer Cost and
Security Manager™**

Warner Village Theme Parks have enjoyed the benefits of another Ricoh flexible solution. As a result of a PrintWISE™ audit, Ricoh was able to recommend a print production strategy resulting in significant cost savings, improved productivity and greater efficiency in managing costs.

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Warner Village Theme Parks (WVTP) has enjoyed significant cost savings on document production, improved staff productivity and more efficient management of documents. A PrintWISE™ audit from Ricoh resulted in the implementation of a highly efficient print production strategy, based on Ricoh's multifunction devices (MFDs) and Ricoh's Printer Cost and Security Manager (PCSM) software.

WVTP operates and manages four world-renowned theme parks on Queensland's Gold Coast - Seaworld, Movie World, Wet 'n' Wild and Paradise Country.

WVTP was reliant on an outdated network of 124 devices from various vendors, including stand-alone copiers and printers. The system was inefficient and resulted in staff undertaking repetitive tasks. Document distribution and output could not be monitored, making it difficult to allocate production costs to specific departments.

Ben Graziani, Manager of Finance for WVTP, enlisted Ricoh to conduct its PrintWISE™ to audit and to then recommend an upgrade strategy to reduce costs and improve office productivity.

"The issue for us, as I'm sure it is for most businesses operating in this digital era, is that our document output has increased significantly. Operating multiple brands of printing devices with little monitoring in place, it was difficult to keep track of all the associated costs. Replacement toner cartridges and maintenance services varied in quality and price. It was extremely hard to decide what needed to be replaced, when and with what," explains Graziani.

Ricoh's Account Manager on the Gold Coast conducted an extensive 100-hour audit of WVTP's situation and future needs. The first solution was to upgrade the stand-alone printers and photocopiers to a combination of networked MFDs - devices that could print, copy, fax and scan, with colour options where necessary, plus staple, hole punch and saddle stitch. This eliminated the need for a number of small laser printers and fax machines.

Ricoh was able to reduce WVTP's fleet from 124 to 101 document output devices across the workgroups. As Graziani observes,



"Finally I had a manageable solution to one of my biggest headaches – accurately accounting for our in-house print production costs."

"Instead of having to firstly print a document, then walk to the fax or copier, staff can now do all these tasks with the one machine which they direct from their desktop computer. After an initial learning period, staff are overwhelmingly positive about the expediency of the new devices and their ability to do so much more in a day when it comes to print production."

Ricoh's PCSM software was installed to assist WVTP track and monitor print production. WVTP can now set prices for b&w and colour output, finishing and paper type, based on its exact consumable requirements. They can also allocate these to specific workgroups, individuals, projects or clients.

Ricoh's offering of PCSM really impressed Graziani. "Finally I had a manageable solution to one of my biggest headaches – accurately accounting for our in-house print production costs. Now, I have a clearer idea of our printing costs and I spend less time poring over figures. I can now readily ascertain why we've done more printing in some months than others because it's all there on the servers," he remarks.

In an audit undertaken a year after the Ricoh printing restructure of WVTP, it was found that the monthly operating costs of WVTP had dropped by 18 per cent - nearly double the expected decrease. This was

directly as a result of a marked decline in printing volumes as users no longer had to print/copy and then fax. In real terms, this translated to \$4,300 a month, or \$18,000 more per year than was projected.

Operational Advantages of Ricoh Solutions

- ✓ Productivity improvements and efficiencies > **staff morale benefits**
- ✓ Significant cost savings on printing > **improved bottom line**
- ✓ More efficient control of documents and devices > **accurate cost allocation, reduced down time and improved time management**
- ✓ Improved image quality and reliability > **better business practices**
- ✓ Start of the migration to a one vendor solution > **simplify management process**



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