

Case Study

government

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The County Of Madera, California

Implementing innovative technology solutions to further the County's mission

"Ricoh has been willing to go out of their way to provide assistance and opportunities to all of our County departments. They have been a true partner to us, not just a provider."

—Eric Fleming
Chief Administrative Officer,
Madera County

ABOUT THE CUSTOMER

The County of Madera, California is located in the Central Valley and the Sierra Nevada north of Fresno County, California. Serving a population of more than 152,000, the County government's mission is to serve the public interest in a fiscally responsible manner by providing efficient, cost-effective customer service, promoting public health and safety while creating new possibilities with partnerships through a diversified economy.

CHALLENGE

Like many government bodies across the United States, Madera County has had to find innovative ways to carry out its mission to serve the public in the face of constrained budgets and diminished staff levels. The County had an aging fleet of print devices with installs dating back to 2004 and many devices that were remanufactured, which was resulting in increasing maintenance costs. Additionally, there were more than 400 stand-alone devices throughout the County's departments that increased print costs. Moreover, each department had siloed backend workflow software tailored to unique department needs, inhibiting information sharing among departments. Finally, the County's departments were moving to a shared facility that did not have adequate space to store the County's more than 100 four-drawer file cabinets of paper-based files.

SOLUTION

Having a more than 20 year relationship with the Madera County government, Ricoh has partnered with the County to address its many needs and find innovative solutions to improve its workflow and reduce costs associated with its print and document management. The Ricoh team worked directly with each department to ensure unique needs were met, listening to concerns and consulting on solutions tailored to meet department requirements. Ricoh designed a multi-phase fleet refresh to replace the aging print devices with lower-cost Ricoh multifunction products (MFPs) that have networked

CHALLENGE:

- Refresh an aging device fleet and reduce print costs
- Improve information sharing between departments
- Find a solution for file storage in a new facility

SOLUTION:

- A multi-stage fleet refresh with cost-effective MFPs
- Software solutions to enable information sharing between departments
- A secure backfile conversion plan to digitize records

RESULTS:

- Reduced fleet lease and maintenance costs
- Approximately \$1.5 million in print savings annually
- Streamlined workflow
- Replacing paper-based files with a digital document solution

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scan, print and copy capabilities. Ricoh's proactive device management services help County employees focus their time on serving constituents, rather than troubleshooting devices.

"Ricoh developed an excellent plan to introduce new, lower cost devices throughout our departments that would help us not only reduce our print costs and improve efficiencies, but also move toward a paperless environment," said Eric Fleming, Chief Administrative Officer, Madera County.

The Ricoh team conducted extensive training for County employees to reinforce best practices with regard to lowest-cost, efficient printing. The training was well-received by County staff members, who learned ways that they could utilize the planned centralized print production center to reduce print costs as well as the advanced features of the MFPs, such as duplex printing and printing in black-and-white rather than color. "Everyone appreciated the careful attention of the Ricoh team that helped our staff get the most out of the technology we now have," said Darin McCandless, Assistant Chief Administrative Officer.

Leveraging the capabilities of the new MFPs, the Ricoh team also developed scanning software solutions that enable the County's various departments to share information while maintaining the unique backend software applications tailored for their workflow. These solutions resulted in numerous workflow improvements, including enabling departments to scan closed files directly into a Laserfiche program. "Implementing these kinds of automated solutions represents a huge resource savings for us," said Fleming.

Finally, Ricoh worked closely with the head of each of the County's several departments to design a plan to securely convert the County's large volume of paper-based files into electronic form in the short three-month time frame before the County departments relocate to its new shared facility. The Ricoh team will utilize one of Ricoh's more than 40 document processing facilities to accomplish the backfile conversion. The facility has the capability to handle the County's many types of files, including wide-format materials, such as the County's approximately 30,000 24-inch by 36-inch planning department maps.

RESULTS

The phased refresh of Madera County's device fleet is saving the County \$41,753 annually on lease costs versus its previous fleet. An additional \$50,220 is being saved on fleet maintenance costs. Approximately \$1.5 million savings annually is being realized through lower-cost printing practices. Future phased migration is estimated to yield savings of 34 percent over the cost associated with existing models. Additionally, copy costs have been reduced by 50 percent per copy for most devices.

Workflows and information sharing have been streamlined across County departments as a result of customized software automation for document sharing. County staff also appreciate the ability to access devices online to see when toner is needed, view usage and manage supplies more efficiently.

The conversion of files to digital format is projected to save the County more than \$200,000 in the current fiscal year and an additional \$300,000 over the next four years. The County has plans to utilize Ricoh's expertise even further in the future through a shared services center providing managed print production and mailing services. Future reduction of the desktop print fleet is also planned.

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