

## Case Study: Emergency Services Training Facility

**A training organization took their legacy print infrastructure to the cloud for a more streamlined, secure and cost-effective print solution.**

### About our customer

A training organization comprised of four training schools: the police academy, fire brigade and paramedic training center, and staff members of municipal and regional administration needed to modernize their print infrastructure.

### Challenge

- Legacy, decentralized print infrastructure
- Manual device management and technical configurations
- Lowering support costs and alleviating overburdened IT resources
- Need for secured print releases

The training organization recently merged the four schools together, providing an opportunity to upgrade and modernize legacy IT systems, which includes their print infrastructure.

The organization's IT manager wanted to leverage the benefits of cloud printing and move to a serverless environment that would reduce the burden on IT. The goal was to enable flexibility and scalability to support future growth without having on-premise print servers taking up space and requiring maintenance. Importantly, they needed a print infrastructure with secured guest and pull printing capabilities.

**“From a security perspective, the multi-tenant architecture is very reassuring. There is a single shared code base that guarantees security, stability, and innovation. We always get the latest version and the latest innovation, without having to make a project out of it. It's totally effortless.”**

— IT Manager

### Solution

- Six multifunction devices centrally managed in the cloud
- Secured, print-release function for staff and guest accounts
- Improved end-user experience

RICOH CloudStream, a multi-tenant cloud print infrastructure was implemented, allowing the organization to eliminate print servers and benefit from the agility and innovation of cloud technology.

The organization's new office was equipped with six shared multifunction workgroup devices that are centrally managed using RICOH CloudStream's cloud-based technology — replacing their legacy decentralized print infrastructure. RICOH CloudStream enabled the organization to securely deploy and control their print infrastructure from a single web-based interface which reduces the strain on their IT resources and lower costs.

Furthermore, RICOH CloudStream's Software as a Service (SaaS) functionality allowed the organization to benefit from continuous security updates and design improvements, eliminating IT pain points as infrastructure management and software updates are managed by the cloud platform provider.

## Results

- Eliminated manual print management
- Secure print from mobile or desktop without IT support
- User authentication via PIN code supports data security

**“Print is no longer a headache. I would call this an invisible system. It's just there, and it just works.”**

— IT Manager

Now, the organization is no longer required to manually manage their print devices, handle technical configurations, or deploy to individual users or groups. With immediate end-user fulfillment and device provisioning taken care of, both employees and guest users can easily and securely print to any device from their desktop or mobile devices without needing IT support, or complex configurations and installations.

Designed to protect user data with features including end-to-end server-to-hardware encryption and user authentication, RICOH CloudStream's secure pull printing capabilities allow users to send their print request to one centralized print queue and authenticate themselves using a PIN code at the printer to release their document for print, helping to enhance the organization's data security.

With a modernized and streamlined print infrastructure, the organization has eliminated their IT pain points and enabled a simple and secure printing experience for their visitors and end users.



Learn more about how you can simplify print management with a [cloud-native Software-as-a-Service platform](#).

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