

Case Study

education

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School District 23

Digital workflows help staff better serve parents and students

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– Jon Rever, Assistant Superintendent, School District 23

ABOUT THE CUSTOMER

Located in Okanagan Valley, School District 23 is the fifth largest district in British Columbia. It encompasses 43 elementary, middle, secondary and alternative schools that together serve 22,000 students. The District supports its students by providing them with a safe and inspiring learning environment, and strives to develop each student into a lifelong learner and healthy, productive member of the global community.

CHALLENGE

Technology is an integral part of today's modern education, both for the students and the administrative staff that supports them. And while staff at School District 23 aimed to provide high quality services to their students, they lacked the technology to help them deliver on this mission.

"When I first started with the District, technology was not used to any advantage," says Larry Paul, CFO/Treasurer, School District 23.

Staff was struggling to manage their administrative tasks, having to wade through reams of paperwork to get anything done. And not only was this paperwork time-consuming, it was physically obstructing their office space with its clutter.

"We had filing systems all over the office," explains Paul. "There were filing cabinets that were in hallways and blocking doors that needed to be addressed."

CHALLENGE

- Paper-based processes caused bottlenecks and wasted staff time
- Filing cabinets obstructed physical office space
- Inefficient distribution of information

SOLUTION

- Ricoh's scan and capture technology to digitize the District's files and records
- Ricoh's content services to securely store and retrieve digital records
- Digital workflows that allow administrative staff, teachers and students to share and consume content without relying on physical documents

RESULTS

- Time, money and office space saved by reducing or eliminating copying and filing requirements
- Reduced time spent filing forms and paperwork enables staff to be more efficient
- Digital document system better adheres to privacy and security requirements

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SOLUTION

Realizing that something had to be done, the District turned to Ricoh to implement a solution that would digitize their files and records, and bring them up to date with the latest in education technology.

After discussing the District's needs and vision, the Ricoh team upgraded their office with a new print management solution and digitized their microfiche to enable staff to more easily search for, find, and share documents. Ricoh's Content Services and print management solutions also helped the District get more out of their multifunction machines without unnecessary additional costs.

"While cost is important to us, it's also important that we select a partner that is part of our team," says Jon Rever, Assistant Superintendent, School District 23. "Having a partner that understands and is invested in your strategic direction – and wants to see you be successful – was a critical component of choosing a team like Ricoh."

The new print management technology equipped teachers, administrators and students with the ability to digitize their content and avoid the need to print physical documents. The solution also impacted systems they had in place in classrooms, like smartboards and laptops, and created an environment where digital content could be shared and consumed without relying on physical copies.

RESULTS

The District has seen improvements in efficiency, timeliness, cost savings, and general satisfaction among students and staff since implementing the Ricoh solution.

In the HR department, staff now uses a significantly reduced amount of paper, and the disorderly filing cabinets around the office have been removed.

"We have actually seen savings in the area of copying and paper usage," says Paul. "It has also sped up our timelines for getting information out to people."

The District has used the new system to process upwards of 7,000 forms from parents and students, sending them through to teachers and principals for quick sign-off. By digitizing this workflow, staff spends more time serving students and teachers and less time filing paperwork.

"We're serving 3,000 employees, and now a process that would normally take us months to complete can be completed in literally a week's time," says Rever. "It's all automated, no one is touching paper, and this has helped us reduce the cost of management."

Not only has efficiency and cost been improved, the digital system has led to a greater commitment to privacy and security as well.

"We can set levels of access, which is a requirement that the Privacy Commissioner has," explains Rever. "The system is tied to our strategies around security, privacy and other requirements that we must meet as an organization. As we build out these solutions we're helping people in our system come into compliance and meet legislative requirements."

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