



"Lanier's more comprehensive approach to imaging and output services is expected to save our company over \$2 million per year."

—Vice President of Procurement & Vice President Enterprise Infrastructure Services

FINANCIAL SERVICES

BUSINESS OVERVIEW

One of the largest insurance companies in the USA with 70,000 employees and 11,300 locations.

GEOGRAPHY

Throughout the USA.

CUSTOMER CHALLENGES

- Increasingly complex documents
- Need for customized software solutions
- Under-utilized fleet of document management devices
- Features lacking in existing remote network device management system

LANIER DEVICES & SOLUTIONS

- Lanier color multi-functional products (MFPs)
- Enterprise document scanning and routing solution
- Intelligent remote management system
- Customized print drivers, device management utilities, embedded scanning solutions

BENEFITS OF WORKING WITH LANIER

- Ability to remotely manage technology and deploy firmware
- Cost savings
- New device management strategies
- Desktop and network printer reductions

Lanier Delivers Customized Solutions

Working with one of the country's largest insurance companies was a daunting undertaking, especially when Lanier representatives learned they were competing with three of the world's largest device manufacturers. Through a thorough discovery process, Lanier Document Solutions and Services learned that the complexity of the company's documents was beginning to outpace the usefulness of the existing devices and solutions.

The company's IT Department had already implemented a competitive solution to perform network device discovery. After meeting with company executives and IT staff, however, Lanier identified a set of business requirements that were not being met by the current solution. By implementing Lanier's intelligent remote management system, the financial services company gained several features, such as automatic service call generation, automatic meter billings and fleet reporting. The IT Department welcomed the change and 10 Lanier appliances equipped with the remote management software were installed to monitor over 3,400 devices.

By working closely with company IT and business executives, Lanier consultants also identified several areas where software customization would greatly enhance Lanier devices. The result of these meetings led to 13 customizations to Lanier print drivers, device management utilities and scanning solutions. In addition, the company needed kerberos authentication added to comply with in-house security policies. The result was an embedded

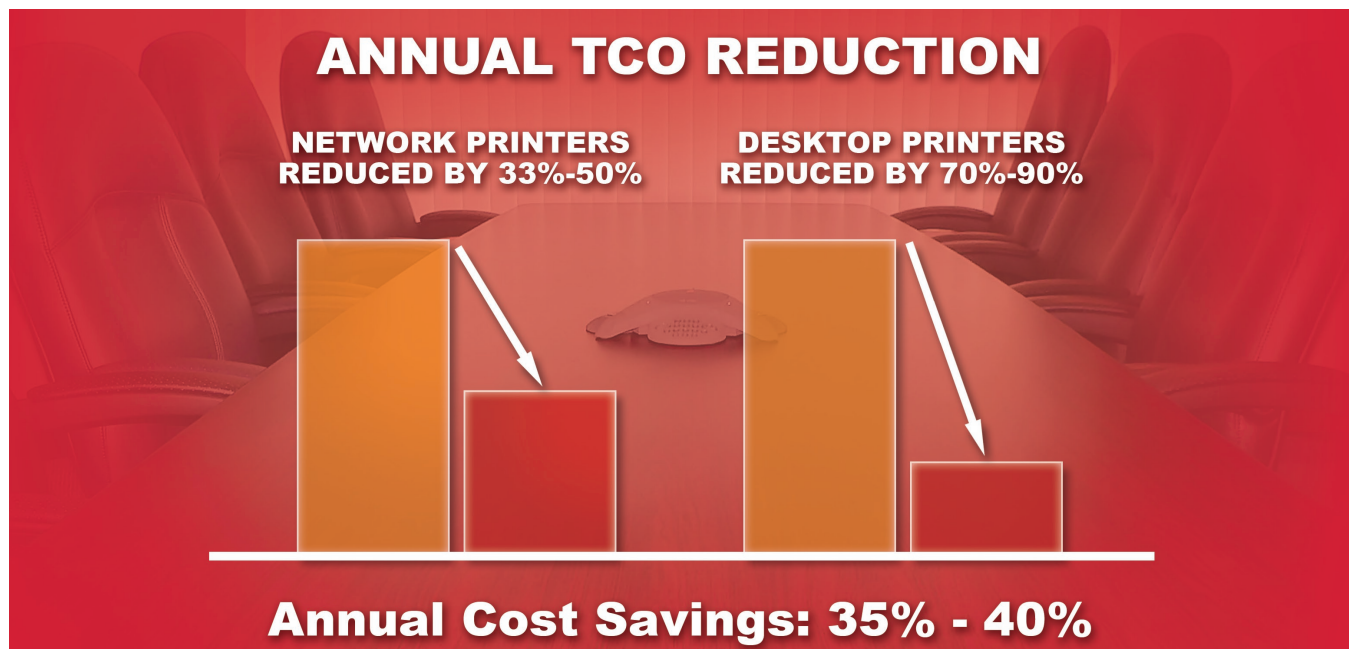
LANIER

scanning application that accommodated the necessary security feature. In addition, Lanier added the customized software to a growing library of intellectual property to be leveraged by other insurance or financial services clients.

The ability to remotely manage technology and firmware was also identified by the company as a must-have. Lanier's development of this capability resulted in significant process improvements on how firmware was being deployed, managed and audited when updating Lanier devices.

The company also stated the need for an embedded IPDS (Intelligent Printer Data Stream) solution, which competitors were unable to perform. The successful IPDS deployment caused the company to switch even more hardware and software solutions over to Lanier. The company was so impressed with Lanier's software development capabilities that they requested participation in Lanier's Development Program and outlined plans for using Lanier MFPs as on-ramps for their Oracle data repository.

According to Lanier's analysis of the successful rollout of hardware and software solutions, the company averaged a cost savings of 35% to 40%. Network printer reductions were slated at 33% to 50% and desktop printer reductions were quoted to be 70% to 90%. In addition, Lanier color MFPs are now the color-scanning standard throughout the company.



About Lanier

Lanier's broad line of award-winning products helps customers succeed in finding the right document-management system to meet their needs, delivering solutions and services that increase efficiency, reduce cost, and improve document workflow. Lanier's solutions include digital multi-function products (color and monochrome), printers (color and monochrome), multi-function facsimile, scanners, digital duplicators, wide-format systems, as well as a full range of software applications for printing and document management. Lanier is a brand of Ricoh Americas Corporation, based in West Caldwell, NJ.

For more information on Lanier products, visit www.lanier.com