

*"...our customer saw we were truly a technology company"*

*– Lanier Sales Professional*

## INFORMATION TECHNOLOGY

### BUSINESS OVERVIEW

A leading provider of fully-diversified, end-to-end business process outsourcing (BPO) and information technology outsourcing solutions to commercial and government clients worldwide.

### GEOGRAPHY

Headquartered in Texas with 750 global locations in over 100 countries.

### CUSTOMER CHALLENGES

- Outdated equipment
- Slow e-mail processing
- Off-site printing causing security concerns
- Rising printing and support costs
- Multiple devices took up limited floor space

### LANIER DEVICES & SOLUTIONS

- Lanier multi-functional products (MFPs)
- Enterprise document scanning and routing solution
- Intelligent remote management system
- Advanced document production and workflow management solution
- Central monitoring and control solution for network printing devices

### BENEFITS OF WORKING WITH LANIER

- Equipment consolidation
- Faster communication
- Increased turnaround time for print projects
- Reduced support timeframes
- Dramatic cost savings through process improvements
- Decreased physical space requirements

### Lanier Impresses IT Firm with Technology Solutions to Dramatically Increase Efficiency

When Lanier consultants sat down with a global BPO and IT outsourcing company, they knew they needed to quickly make a positive impression. With their own technical background, the company was already sold on the idea of technology as an enabler; however, they were very demanding in terms of stated goals and objectives.

Lanier set out to better understand the company's requirements, beginning with a workflow analysis of their Dallas headquarters, which consisted of six buildings with over 1,500 employees. Lanier consultants mapped 852 devices producing over 1,500,000 copies, prints and faxes per month with an employee to device ratio of 1.76 to 1. Working closely with the client team, Lanier interviewed key departments and discussed their document workflow to uncover all possible costs. From this information, a comprehensive TCO analysis was created. The total yearly expenditure on labor, equipment and support exceeded \$1.3 million dollars.

After presenting their findings and recommendations, Lanier reduced the company's total fleet of 852 devices to 179 multi-functional products in key locations. The new employee to device ratio was also dramatically improved to 8.4 to 1. Lanier added technology enablers and DRMs and staff to manage the copy center, mailroom and fleet. The result was a 31.9% cost savings – over the company's original goal of 30%.

# LANIER

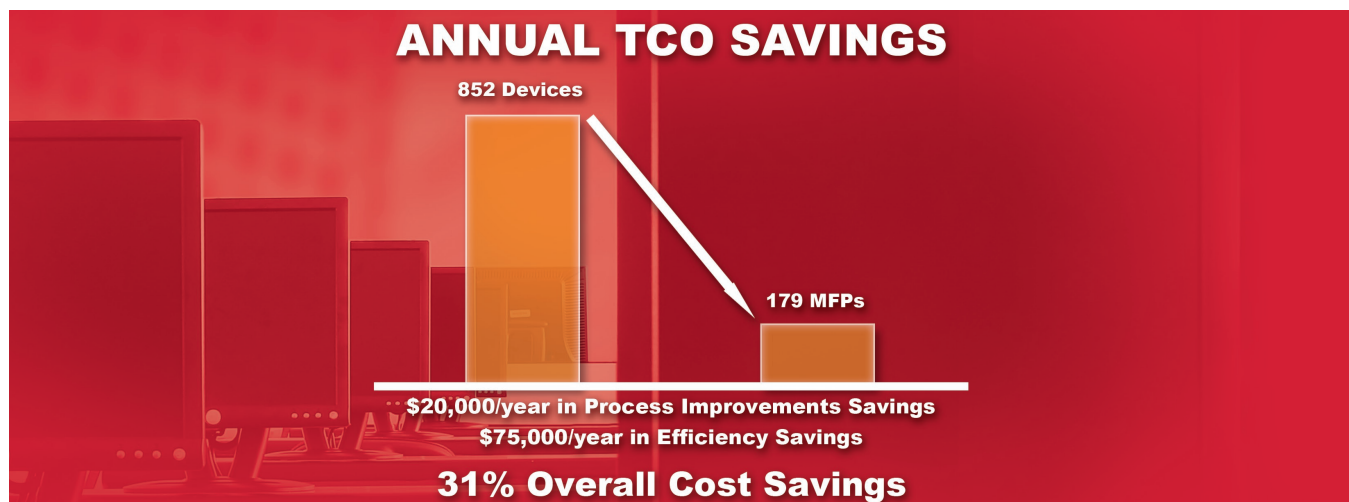
Lanier also introduced process-improvement initiatives. With Lanier's enterprise document scanning and routing solution, employees can now scan from an MFP to another employee's e-mail in a matter of minutes — a vast improvement over the 24 to 48 hours it previously took for mail to get through the system. The estimated cost savings from increasing the efficiency of e-mail processing was valued at \$20,000 per year.

In addition, Lanier helped the company create a copy center as an alternative to outsourcing all the printing. The on-site copy center now delivers jobs in one day with set costs, as compared to sending work off site which took much longer and added security risks with limited cost control. In addition, new document production and workflow management software installed by Lanier means employees can submit print jobs electronically from their desktops directly to the on-site copy center, dramatically improving efficiency. Software-reporting features helped the company see what they were actually saving.

Lanier also added a solution to help the company's IT Department remotely monitor network devices from a central control point. Now IT staff can proactively monitor the fleet, instead of calling in a third party to configure, organize, diagnose and update network peripherals. Desktop monitoring also greatly reduced problem resolution time.

Where there used to be a copier, printer, fax and scanner that took up valuable floor space, Lanier right-sized the company's equipment needs to one multi-functional product, gaining square footage, a valuable commodity for any growing company. Efficiency improvements from device consolidation were valued at \$75,000 per year.

After working with the company for many months, the Lanier team reported that "...our customer saw we were truly a technology company" and Lanier was awarded the sole vendor contract.



## 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](http://www.lanier.com)*

**Document  
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