

## Managed Document Services halve Wirecard's document costs

Ricoh provides Managed Document Services for electronic payments service provider Wirecard. Ricoh's technology has enhanced the security of Wirecard's document infrastructure. The provision of managed document services has reduced internal support requirements and is saving the company money. Ricoh's service has cut document costs by 50%.

### Customer Objectives

- Rationalise imaging fleet
- Safeguard document security
- Full service solution
- Reduce support requirements
- Minimise document costs

### Ricoh's Solution

- Managed document services
- Uniform enterprise-wide platform
- Optimised deployment
- Security and cost governance
- Effective service management



### Wirecard

Wirecard is one of the leading international electronic payment service providers. More than 12,000 companies worldwide base their payment facilities around Wirecard's payment processing, card issuing and risk management services. The company is listed on the Frankfurt Stock Exchange and recently moved to new corporate headquarters in Aschheim, Germany.

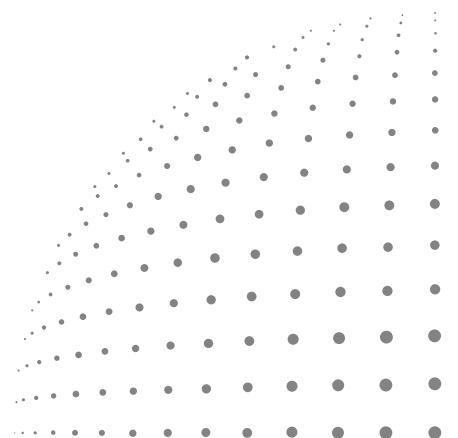
In order to fully understand Wirecard's requirements, a review of the company's document infrastructure was conducted prior to the move. The technology - a mix of photocopiers and printers supplied by different vendors - was proving expensive to run and required high levels of support. Wirecard was keen to work with a single supplier able to provide a managed and secure service, and reduce document costs.

### Managed Document Services

Applying the principles of Managed Document Services - a structured engagement process designed to facilitate change management and optimise business efficiency - Ricoh developed a service based solution for Wirecard. Assuming day-to-day control of Wirecard's document infrastructure, Ricoh provides a range of measured document services.

The service based approach is paying dividends. Wirecard employees have access to advanced imaging technology. Card-based authentication safeguards security and simplifies document processes. The platform is versatile, easy to use and cost effective. Looking to the future - as Ricoh continues to optimise services - the same technology will be used to archive documents.

**Managed Document Services™**  
*MPS and Beyond*



## Implementing Change

Wirecard evaluated Ricoh's technology platform prior to the office move. Ricoh's hardware, which meets all document needs, is easy-to-use and effortlessly productive. Ricoh's Streamline NX software, customised for Wirecard and integrated with the operating system of the imaging devices, controls access to the document infrastructure, safeguarding data security and eliminating waste.

Rather than print to a specific device, documents are held in a secure server. Using their company identification card, employees can release and collect printed documents from any device. The solution eliminates risk of confidential information being misappropriated and provides an audit trail. From the same interface, users have access to fax, copy and scan facilities.

Ricoh installed the new technology and conducted extensive user training in advance of the move. Ricoh's proactive approach helped embed new document processes. With Ricoh providing day-to-day support of the document infrastructure - handling helpdesk queries, replenishing toner and servicing equipment - Wirecard employees are able to focus on core activities.

## Real Business Advantage

Ricoh and Wirecard have developed a symbiotic relationship. Ricoh's consultants work closely with Wirecard's management team. Cognisant of Wirecard's business objectives and engaged in the company's business, Ricoh continues to enhance the services provided. As part of the ongoing optimisation process, Ricoh will soon introduce electronic archiving.

The introduction of more efficient technology and implementation of effective governance has led to a reduction in document volume and cost. There is less waste. Employees only release the documents that they need. Intelligent print management cuts paper consumption by forcing double sided printing. According to Wirecard, their costs have halved.

The document platform, controlled by Streamline NX, is accessible and easy to use. Identically configured devices are located throughout Wirecard's offices. Employees are instantly familiar with the technology and able to access it using their company identification card. The enhanced security provided by card authentication is helping Wirecard meet its compliance obligations.

## Service Improvements

- Versatile and effective technology
- Customised operating system
- Card-based authentication
- Managed service support
- Ongoing optimisation process

## Business Advantages

- 50% reduction in costs
- Enhanced security profile
- More effective infrastructure
- No internal support requirement
- Increased focus on core business

***“Ricoh is proving to be an excellent partner. They provide a managed service which has released resources and is saving us money. As a financial organisation, we have been particularly impressed with the security enhancements that Ricoh helped us realise.”***

Maik Hastenpflug, Head of Corporate Service, Wirecard Technologies AG

# RICOH

IT Services   Office Solutions   Production Printing   Managed Document Services

The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners. Copyright © 2012 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/or incorporated into other works without the prior written permission of Ricoh Europe PLC.

For more information, please contact