

Banking giant deploys secure multifunctional print solution across European businesses

A new multifunctional print solution, provided by Ricoh, has helped leading Luxembourg based investment bank CACEIS cut costs, improve efficiency and safeguard document security. The eco-friendly print solution has proved so effective that parent company Crédit Agricole has adopted the solution for other businesses within the banking group.

The Challenge

Based in Luxembourg, the largest fund centre in Europe, CACEIS provides a range of investment banking services for institutional and corporate clients. The business demands absolute integrity. The bank assiduously protects the interests of its clients and has sophisticated systems in place to safeguard document security and provide a detailed record of transactions.

Fax transmissions are, for example, routed via a secure server which provides a detailed audit trail and the hard drives of printers and multifunctional products, used to print transactional records, are routinely erased to protect client confidentiality. With the bank printing more than 40 million pages a year, the print solutions deployed have to be robust, effective and secure.

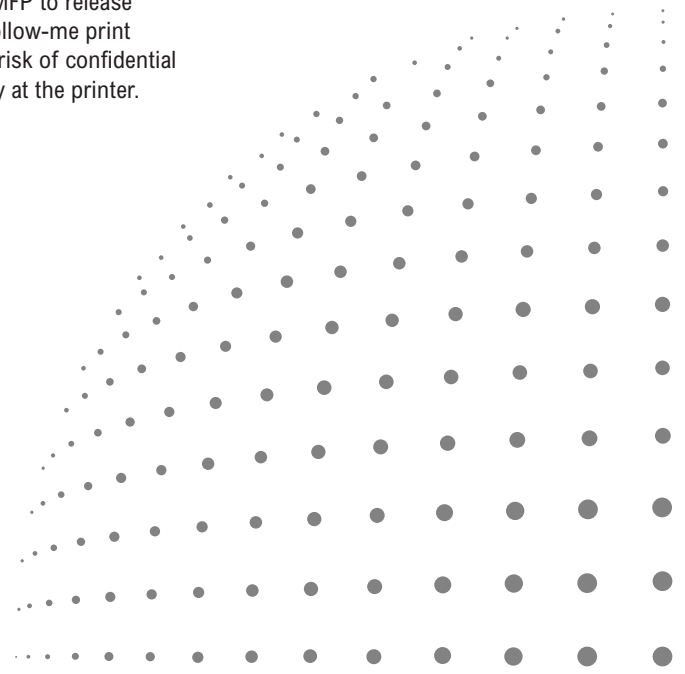
Ricoh was already a preferred partner of CACEIS, having supplied photocopiers and fax machines to the bank in conjunction with other suppliers. When CACEIS tendered for new equipment, Ricoh's relationship with the bank was such that it was able to propose a new, more integrated solution which would encompass printing and copying, document management and fax communication.

Ricoh's Solution

Ricoh replaced a number of dedicated printers, photocopiers and fax machines with a smaller fleet of more versatile and effective multifunctional products (MFPs). The new devices, which combine printing, copying, scanning and fax functionality, take up less space and offer better productivity, at a lower cost, than the stand-alone devices replaced.

Exacting service levels were agreed which, with equipment monitored using Ricoh's @ Remote management tool, would ensure availability of services 24 hours a day, 7 days a week. 150 Ricoh MFPs were installed and commissioned over a short period during the summer recess. Hard drives were removed from the old machines and data erased before Ricoh removed them for recycling.

An integrated follow-me print solution helps protect document security. Documents are printed to a secure server where they are held pending release. Using existing bank identity cards, bank employees authenticate themselves at a Ricoh MFP to release and collect print. The follow-me print solution eliminates the risk of confidential documents going astray at the printer.



To maintain optimum availability the Ricoh MFPs are clustered by department. Each departmental cluster has its own secure print queue. Users can collect print from any convenient MFP within their department. The solution also provides the means to apply intelligent print rules such as limiting the number of document printed in colour and enforcing double-sided printing.

The Ricoh MFPs, which are capable of handling multiple fax lines, provide fast and effective fax communication. Documents are scanned in less than one second and transmitted in two seconds, saving time and reducing transmission costs. A LAN fax feature allows users to send fax messages directly from PC without printing them, reducing the number of steps taken to send a fax.

Another Ricoh solution, One Action Flow, accessed via the control panel of the Ricoh MFPs, provides the means for bank employees to scan and index critical documents. The archiving of digital copies directly into the bank's document management system forms part of the future development of the system. One Action Flow is incredibly easy to use and reduces the need to file paper-based copies.

About the Customer

CACEIS is one of the world's leading investment banks, providing high quality securities services which include fund administration, custodian and depositary/trustee services, clearing, transfer agency and corporate trust to institutional and corporate clients. A member of the Crédit Agricole Group, CACEIS is rated AA- by S&P and, as of June 2009, held € 2.2 trillion under custody and € 975 billion under administration.

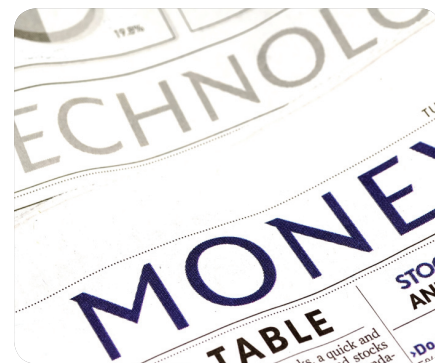
Customer Benefits

With a large number of dedicated single-function printers and fax machines removed, the Ricoh multifunctional print solution has released a considerable amount of space, helping improve the working environment at the bank. The new equipment has proved robust, reliable and easy-to-use and is improving efficiency by simplifying document processes.

CACEIS enjoy transparent pricing, paying a low pre-agreed price for every page printed. The follow-me print solution has eliminated wasteful duplication of print and, by enforcing intelligent print rules, has reduced paper consumption. With the bank no longer purchasing expensive printer and fax consumables, Ricoh's solution is saving the bank more than 30% per annum.

Ricoh's multifunctional print solution has also significantly enhanced document security. Secure follow-me printing helps safeguard confidential information. The integrated fax solution provides a detailed audit trail. One Action Flow ensures that critical documents are routinely archived and readily available in digital format.

Working in close partnership with CACEIS, Ricoh demonstrated a capacity to develop innovative and effective solutions which meet customer needs. Such are the benefits of the Ricoh multifunctional print solution that parent company, Crédit Agricole, has now adopted the solution on a pan-European basis for other businesses within the banking group.



- Compact multifunctional solution
- Integrated multi-line fax
- Automated archive facility
- Secure follow-me printing
- Intelligent print rules
- 30% reduction in costs

Equipment Schedule

Hardware solutions included production printers, low to high end office MFPs and printers. Software solutions included One Action Flow and Equitrac Office.

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