

Case Study

Dacorum Borough Council
Local Government
Workplace Services

Ricoh Workplace Services help UK local authority deliver digital transformation



Dacorum Borough Council, northwest of London, has a strategy to deliver digital transformation across internal operations and external, community-facing services. It

has deployed a package of Ricoh Workplace Services to support digitisation, but also improve staff productivity and process efficiency.

Executive summary

Name: Dacorum Borough Council
Location: Hemel Hempstead, Hertfordshire
Size: 700 staff
Activity: Local Government

Challenges

- Support a corporate digital transformation strategy
- Reduce staff and process inefficiencies

Solution

- Ricoh Workplace Services including Managed Print Service, Digital Print and Mail Room Service, Meeting Room Service

Benefits

- Acts as a key enabler to digital transformation
- Helps increase staff productivity, removes wasteful, mundane jobs
- Makes workplace processes more efficient, increases resource utilisation
- Reduces print estate by over 60% without impacting quality of service
- Provides a scalable, adaptable platform for increasing digital delivery

Challenges

Dacorum Borough Council is a local authority northwest of London, incorporating the towns of Hemel Hempstead, Berkhamsted and Tring, serving a population of around 140,000. It operates from five main sites, including a new head office building in Hemel Hempstead called The Forum. Over the last few years, Dacorum has been delivering a digital strategy for both external and internal operations.

The council's move into its new, purpose-built offices was a significant step forward in digital transformation. While the old building, built in the 1950s and in need of major refurbishment, comprised small work areas and offices, the new environment is smaller and has an open-plan workspace.

The council wanted to use digital technology to increase smarter working and lift mundane tasks away from staff, such as checking on toner stock or fixing printers. There were also some issues around space being used inefficiently. Meeting rooms were being booked then not used, or two people would find themselves in a 20-person room, while larger groups had to pack into a smaller one.

"We've been a Ricoh print customer for several years and although it was just equipment, Ricoh has always been very supportive and that has built up a lot of trust. But nevertheless, Ricoh went through a formal tender process which it won on quality of service and technology. For example, the meeting room system that Ricoh recommended offered the best value for money, more features and was scalable," says Andrew Linden, Team leader, Commissioning, Procurements and Compliance at Dacorum Borough Council.



Solution

Dacorum is using a Ricoh Workplace Services solution incorporating a Ricoh Managed Print Service (MPS), a Digital Print and Mail Room Service and a Meeting Room Service. Dacorum has upgraded its existing Ricoh Multifunction Products (MFPs) with new models while also reducing device footprint. Equitrac print software sits across the Ricoh MFPs to provide centralised management and reporting, print activity tracking and setting in place print and paper reduction policies, such as mono and duplex printing.

Dacorum has also deployed PlanetPress print management software which offers greater integration between the office-based MFPs and Ricoh digital production print technology in the mail room. Here, Ricoh production print equipment sits alongside automated post equipment so that producing and posting letters is automated. The print management software is also used to divert large print jobs – usually over 20 pages – away from office-based MFPs to the faster, high-volume Ricoh printers for better economics of scale.

The Ricoh Meeting Room Service sits across 15 rooms at The Forum and is integrated with the corporate calendar and email system. Staff can book meeting rooms from their desks, while the automated system ensures the appropriate sized room is offered and that there is no double booking.

The Ricoh Workplace Services solution complements other elements of the council's digital change strategy. For example, staff are using tablets and laptops more when attending meetings so they can access relevant information or scanned documents to help reduce paper and print use.

Benefits

The Ricoh Workplace Services solution is already starting to deliver benefits in support of Dacorum's digital strategy. Benefits include: staff productivity through more efficient processes and systems; enabling staff to focus on core, community-facing functions; better and reduced use of workplace resources; and a cut in time and cost associated with day-to-day office functions.

"Dacorum Borough Council is taking a more digital approach both for internal operations and externally with a shift in our channels to the community. The modern, purpose-built headquarters is ideal for more digital working. The Ricoh Workplace Services solution is a key part of that digital transformation and we're already seeing significant productivity and efficiency benefits. But it's also a platform for delivering more digitisation to benefit the community we serve," says Linden.

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Modern, efficient Ricoh equipment ergonomically located around the open plan workspace has enabled the council to downsize its MFP fleet from around 36 print devices to 14, a 60 percent reduction. The new Ricoh MFPs sit in departmental hubs, although users can print to any printer, anywhere. As well as printing, the Ricoh MFPs support the council's shift to a digital organisation by offering scanning capabilities. Documents are scanned via the Ricoh MFPs into the council's document management system or into an off-site electronic storage solution as part of public authority record-keeping regulations.

The Ricoh MPS also supports more remote and in-community working, since staff can perform many basic workplace functions, such as printing from any location instead of the office.

The digital mail room has made mail operations more efficient. For example, revenue and benefits staff work from home a lot of the time. Features, like automated print and mail, mean they can initiate tasks from any remote location, like sending out information without having to go into the office to print, fill and post a letter. Staff productivity has been improved with workflow processes that centralise outgoing print and post, reducing costs by combining contents into one envelope rather than multiple letters to the same address, and automated rather than handwritten label printing.

Ricoh's Smart Metering software on the MFPs automates operations like toner re-ordering, fault alerts and meter reading so that staff are not tied up with mundane printer problems. Linden says, *"The idea is to automate print management so that we can remove as much staff interaction with printers as possible."*

The digital print room will also enable the council to deliver more efficiencies, such as bringing processes like printing and mailing council tax letters in-house, which is currently handled externally.

The Ricoh Meeting Room Service utilises room space more efficiently. At the new head office, it has helped the council provide the same level of meeting resources, but with fewer rooms. Features such as automatically cancelling a booking if the reservation is not confirmed within 15 minutes, means rooms are no longer blocked by meetings that never happen.

Small, tablet-like panels outside each room show who is using a room and, importantly, when they are likely to finish. When a user requests a meeting room for 2-3 people the system automatically shows the appropriately-sized rooms available. It is scalable, so that the council can build on the existing platform to introduce more efficiency improvement features, such as requesting catering or FM services.

Ricoh Solution/Products

- Ricoh system design and installation services
- Equitrac and Ricoh Smart Metering software
- Ricoh Multifunction Products
- Ricoh Digital Production Printers
- PlanetPress print management software
- Condecio Meeting Room system

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