

## Case Study

Donegal County Council  
Local Government  
Office Solution / Production Print

Ricoh expertise, high-quality equipment and local support infrastructure transform print services at Donegal County Council



Pressure to deliver greater efficiency and value for money led Donegal County Council to re-evaluate the way it delivers print services. The Council has deployed a Ricoh Office and Ricoh Production Print solution and introduced newer, more efficient and eco-friendly print devices.

This has resulted in a saving of 50 percent compared to the Council's previous spend on print. Council staff and the community get more efficient print services and Ricoh's local support infrastructure means response times are cut from days to hours or even minutes.

## Executive summary

**Name:** Donegal County Council  
**Location:** Lifford, Co. Donegal, Ireland  
**Size:** 850 staff  
**Activity:** Local Government

### Challenges

- Ensure community services and their support operations deliver greater value for money
- Provide Council staff and the community with more efficient and useful print services
- Aging, inefficient and multi-vendor fleet of print devices

### Solution

- Ricoh Office
- Ricoh Production Print

### Benefits

- Reduces the cost of providing an efficient print service by 50%
- Cuts support response times from days to hours or even minutes with Ricoh's local support infrastructure
- Increases efficiency and quality of print services to Council staff and the community
- Enables previously outsourced print jobs to be done in-house, faster and at less cost

## Case Study Donegal County Council



### Challenges

Donegal County Council in North West Ireland provides an extensive range of services including planning control, the provision of social housing, the upkeep and improvement of roads, pollution control, fire, library and sanitary services.

The Council has an active strategy to improve services, increase staff efficiency and decrease costs. As part of this it is undergoing a significant period of change. Restructuring has bought services closer to the local communities, from the headquarters in Lifford to five district public service centres in Dungloe, Donegal Town, Carndonagh, Letterkenny, and Milford. A sixth office will be in Stranorlar. Most council services are now provided through each of these centres. There are also a number of satellite offices, such as libraries, with around a total of 850 staff members employed by the Council.

Like many public sector organisations, documents underpin the services, and communications, throughout the Council, making print and copy a key element of the services the Council delivers to the community. There is a higher than average load placed on printers and copiers. Nearly all documents need to be duplicated, such as Council meeting minutes, draft and final Register of Electors, the Budget book and letterheads. Large quantities of internal forms and documents are copied for use by Council members and staff. Also, the existing print equipment comprised a mix of different manufacturers with a number of different support agreements.

As part of its rationalisation and service efficiency initiative, Donegal wanted to maximise the use of its existing print equipment, but also reduce print costs through a targeted replacement programme as machines became obsolete.

The Council put out a public tender to find a partner to help it improve its print service and decided to work with Ricoh.

Brian O'Donnell, Donegal County Council's Reprographics Services Supervisor, says "Initially, we weren't planning to change our print supplier, however we were completely won over by Ricoh's tender on cost, and also other factors. The value for money was just too good to pass up. But our decision wasn't just based on cost competitiveness alone. Ricoh impressed us with an understanding of what we needed, and how the equipment could be integrated efficiently. Ricoh was the only supplier to offer a local support infrastructure, with service calls that could be measured in minutes or hours rather than a day to two days. The energy efficiency of the new equipment was also important, as the Council is under an obligation to show it is doing what it can to reduce its carbon footprint. Ricoh's sustainability credentials were attractive."

### Solution

Donegal County Council is using a Ricoh Office and a Ricoh Production Print Solution. It has deployed around 70 Ricoh Multifunction Products (MFPs) throughout its offices and satellite offices, with an on-going rolling replacement plan as devices become defunct, or economically unviable. Ricoh provides maintenance, support, and consumable supplies for more than 90 percent of the MFPs used by Donegal County Council.

In its central print room, the Council has installed a Ricoh production press, alongside several other existing high-end MFPs. The introduction of the Ricoh printing press, more efficient print processes and practices along with the wider range of finishes and print production capabilities means the Council can open up its central print room services to a wider range of print work previously outsourced by various departments. The print room will be able to handle these jobs faster and more cost effectively and further reduce costs by doing these jobs in-house.

One of the key aspects of the Ricoh service is local support capability. To meet its service level agreement (SLA) with Donegal, Ricoh uses locally based print experts. In Ricoh's West of Ireland office, an account manager and six engineers ensure that Ricoh is able to respond to Council needs very quickly.

One of the other aspects of the Ricoh Office and Production Print solution is sustainability. Lower power consumption by Ricoh print devices, default features on Ricoh MFPs like duplex printing, and a consumables recycling programme, all make a significant contribution to the Council's own sustainability goals.

*continued overleaf*

## Case Study Donegal County Council

### Benefits

"If someone asked, I'd have no hesitation in recommending Ricoh 100 percent. I can't fault the quality of the Ricoh print equipment at all. In the past we've had good machines, but there's always been a problem or shortcoming. Out of the nearly 400 people here in our head office not one has come to me concerning a problem with the Ricoh devices. That's unprecedented in my experience," says O'Donnell.

For Donegal County Council cost saving is the crucial benefit of the Ricoh solutions. As a local authority, the Council needs to constantly account for expenditure and deliver value for money. O'Donnell says, "The capital cost of purchasing the MFPs is lower than competitors, and Ricoh's click-rate charge, which covers all the maintenance and toner, is very low. This means we're making a saving of 50 percent over what we were spending before."

These cost savings have been achieved by reducing the number of print devices the Council uses, but without reducing productivity. Part of the Ricoh solution was to locate MFPs in the most ergonomic and practical places so that fewer devices provide users with a more efficient print service. Also, the efficiency of the Ricoh MFPs helps to reduce the cost per page.

In fact, fewer Ricoh MFPs have helped increase staff productivity and efficiency. Downtime has been greatly reduced through a combination of better build quality resulting in the elimination of paper jams, and much faster response times should any issues arise. With previous

suppliers, engineers based in Dublin could take up to three days to respond to a call out. With local engineers to help with training, support and maintenance, the Council can now have a Ricoh print expert at any Council location from ten minutes to three hours. In addition, Ricoh's local engineers have the resources of the Ricoh Dublin and UK offices to draw on.

Further efficiencies have been realised through Ricoh's expert advice on meeting user needs more effectively. For example, placing mono MFPs where only black and white printing is needed and putting mono and colour devices in locations such as libraries helps reduce costs but also provides users and the community with a better service.

In practice the Council has had little need to call on Ricoh's local support capability. "The Ricoh machines are so easy to use, and are so operator friendly, that basically there's very little training required. Staff can quickly and easily make use of all the functions on the MFPs, and supporting them no longer takes up so much of my time," says O'Donnell.

### Ricoh Solution/Products

- Ricoh Multifunction Products
- Ricoh MP1356 Production device

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