

# Tracking and Compliance

**RICOH**  
imagine. change.



## Track and report on each piece you produce

When your customers ask you how you know their critical mail pieces or books are produced accurately, what do you do? You could introduce them to your staff, which visually inspects each piece and keeps track of things on a clipboard, but this raises questions about human error, high costs and meeting deadlines. Or, you could demonstrate your Tracking and Compliance solution from Ricoh®, and in seconds, prove that you can achieve 100 percent integrity. And just as important, you can show off your ability to control information in ways that help your customers think differently about what's possible.

What's involved in transforming your print operation? The key is automating manual processes and repetitive tasks. With job- and document-level control, your staff can throw away the clipboards and manage all jobs from a single graphical user interface (GUI). You gain capacity for more work, even new work you've had to turn down in the past since you didn't have a Tracking and Compliance solution. With the right technology driving your production process, you can speed up and improve the quality of every job while you reduce costs. And, because our workflow software solutions are modular, scalable and customizable, they are suitable for companies of all sizes.

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## Add value to critical communications

- RICOH TotalFlow DocEnhancer, RICOH ProcessDirector Express and RICOH ProcessDirector software are part of Ricoh's Critical Communications solution suite. Critical communications are documents that must be produced accurately because they are regulated, require tracking or reporting, or contain customization or personal information. Our critical communications solutions help address specific operating challenges that offer a high return on investment, as follows:
- Enhanced output management. Improve production throughput and increase utilization of staff and equipment.
- Tracking and compliance. Achieve output integrity and satisfy compliance and reporting requirements.
- Workflow automation. Eliminate human errors, automate manual tasks and simplify onboarding of new work.
- Postal optimization. Streamline mail handling, reduce undeliverable mail and qualify for postal discounts.
- Multi-channel delivery. Manage recipient preferences and personalized multi-channel communications directly from a unified production print workflow.

## Automate simple or complex processes

Ricoh offers three software platforms that can be used in Tracking and Compliance solutions. They cover the spectrum from simple, low-volume operations to complex, high-volume operations. Choose what's right for your needs, and feel confident in your choice since you can always enhance your solution as requirements change.

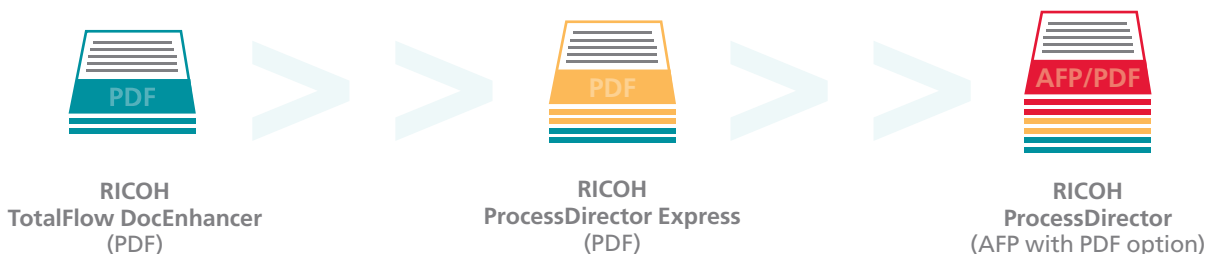
RICOH ProcessDirector™ is modular workflow software that automates and manages processes related to printing for midsize and large enterprises and print service providers that use PCL, PostScript, PDF and/or Intelligent Printer Data Stream™ (IPDS™) output devices. You can see and centrally control every job and document in your production environment. The base solution can be tailored with more than 30 optional features, or our Professional Services team can design and implement custom solutions.

RICOH ProcessDirector Express is a PDF-based version of RICOH ProcessDirector that is ideal for midsize and large enterprises and print service providers that have PDF workflow requirements and use Ricoh, Kodak, Xerox and other PCL, PostScript and PDF output devices. The base solution can be customized with optional features and custom Professional Services enhancements.

RICOH TotalFlow DocEnhancer is an Adobe® Acrobat® Pro plug-in that allows you to index and edit print-ready PDF applications without involving a graphic designer or going back to the source application. For example, add or mask content,

## RICOH'S WORKFLOW SOFTWARE PLATFORMS

Simple, low-volume applications >>>>>>>>>> Complex, high-volume applications



Tracking and Compliance | Achieve output integrity and satisfy reporting requirements.

identify document boundaries, and index the content. You define the changes visually, and can preview them before creating new print-ready files. Further, you can add optional features that include postal enablement, document-level verification and cutsheet job ticketing.

### Control documents, not jobs, for the greatest flexibility

The large jobs you receive may contain hundreds or thousands of individual documents of variable lengths. But if you have to manage production at the job level, and not at a document level, your hands are tied. You can't reach into the file to make changes or organize the individual documents in ways that streamline printing, postal optimization or finishing.

When you use RICOH ProcessDirector or RICOH ProcessDirector Express, you can identify each document within a big job and treat it individually. In jobs that contain books of various lengths, for example, you can split the job into individual documents and sort them into the optimal production order. With the ability to split, sort and group documents, you can take advantage of advanced workflow features that raise efficiency, reduce postal costs and increase throughput.

### Track every piece with inexpensive barcode readers

If you are using a manual process to track and monitor your output, you know the steps are extremely labor intensive and subject to error. In situations when your clients rely on your work to meet regulatory or reporting requirements and there's a mistake, your business may lose clients, pay fines or both. Some companies install expensive camera systems that serve as watch dogs to catch errors, but they can be expensive since they often require their own servers to drive them. If you've already invested in a camera-based system, we can help protect your investment because our software works with many camera-based systems. But, there is an alternative.

Our Tracking and Compliance solutions can use inexpensive, Ethernet-based barcode scanners to track the status of documents throughout the production process. The RICOH ProcessDirector or RICOH ProcessDirector Express server controls the cameras, so you don't have to buy another one. You can check status during print, insertion and finishing, and even at manual workstations, should those be part of your process. This approach keeps

### What does document-level control mean to you?

Remember the 10,000-page fully composed PDF job you received last month, with different sizes of saddle-stitched books? The books were in a random order — some were 4 pages long and others were 16 pages long. No problem, right? Wrong, because you use a different binder to produce the thicker books. You couldn't split up the PDF and reorder it so the 4-page books printed together and the 16-page books printed together. You had to print them in the order they arrived, and then manually sort the output to group the books for production.

With the document-level control available in RICOH ProcessDirector or RICOH ProcessDirector Express, you are able to split large jobs into the individual documents, then sort them into the correct production order, saving time and increasing the efficiency of your shop. This type of production optimization is effortless for our software — think of the possibilities around automating reprints of only one document, managing the postal sortation order of all your documents, or even leveraging Ricoh's Professional Services team to add the functionality that allows you to combine documents from different jobs into one print run.

costs low and quality high because our tracking capabilities are integrated and modular. In addition, they can be placed in any location on the shop floor where cameras can be used and tracking is needed.

### Crunch all the numbers you like

A scalable database is the foundation of tracking and reporting. The database in RICOH ProcessDirector and RICOH ProcessDirector Express tracks all activities for jobs, documents and system users. You can slice and dice the data to generate standard and custom reports for your clients or for yourself to enable continuous improvement efforts.

Also, you can leverage the data to report on the production processes that matter most to you. Need to determine and compare how many document reprints you had? No problem, the software has recorded it. Need to send an audit-ready report



# Tracking and Compliance

upstairs that lists who accessed sensitive check run data, when a job was printed, and any check reprints that were generated? It's all right there, ready to bail you out.

## Reprint automatically and never look back

Because our software can manage jobs at a document level, you can operate in "touch-and-toss" mode. This means you only have to touch a damaged piece once — to throw it away. Your production team can get on with its work. There's no need to write down the details of a damaged piece or manually set up a reprint, which often is a very painful process — just ask an operator. When an output error happens, our software knows about it based on input from sources like barcode readers, cameras or manual input, and it automatically generates a reprint to replace a damaged or missing item. When you automate this step in your process, you can stop worrying about failure to deliver critical documents or mailing information to the wrong person.

And, should an issue come to your attention, the new Archive Production History feature helps you look back at every step a problem document went through, so you can address the issue – and amend your workflow so it doesn't happen again.

## Manage inserters as part of your workflow

How many solutions do you use for insertion control? Standalone systems become potential points of failure that are time consuming to manage. RICOH ProcessDirector and RICOH ProcessDirector Express can integrate directly with industry-standard inserter controllers, providing you with true file-based inserter control. Don't have an intelligent inserter? We'll change that.

## Operate in "touch-and-toss" mode

You've probably seen operators who are frustrated because they have to deal with damaged pieces manually. It's a time-consuming process that slows down everything, just when they're trying to get production out the door. With an automated reprint solution from Ricoh, rest assured that damaged pieces are identified in the system, resubmitted for print and produced correctly. Reprint processes follow your business logic with respect to when pieces are reprinted, which could be right away on a small printer or batched up for a bigger run tomorrow. A damaged piece is no longer your operators' concern. Just tell them if they have to touch it, they can toss it.

Our support of Ethernet-based barcode scanners means you can make an inserter smart by watching the finished envelopes that are created. If there's a problem with an inserted piece, our system helps you fix it easily, quickly and with integrity.

## Automate. It's the future.

Ricoh production print experts have spent decades solving tracking, compliance and workflow challenges for some of the world's largest businesses. Our three software platforms allow companies of all sizes to operate with best practices. But we go further. Our software is open and modular. It can be customized and integrated into any production print center so you can speed up information delivery to all parties involved. And because our workflow solutions make it easy to keep up with changing rules and regulations, you can stay competitive without reinventing the wheel.

## For more information

To learn more about the Tracking and Compliance solution, talk to your Ricoh production print specialist or visit [www.ricoh-usa.com/critical](http://www.ricoh-usa.com/critical).

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