



Charity improves workflow efficiency and strengthens data protection with Ricoh



- Enhances security of sensitive documents
- Centralizes management of print environment
- Boosts cost-efficiency and productivity

COMPANY & CHALLENGE

The Caritas Association Hannover is a registered charity of the Catholic Church, supporting justice and solidarity in society. The charity helps people in challenging situations in the city of Hannover, Germany, and the surrounding region. Following its guiding principle "See a need and act on it," around 650 employees work across 35 social institutions for people in need, and in 20 childcare facilities and family assistance centres, supporting over 2,000 children.

The Caritas Association Hannover is part of the global Caritas family, with over 165 national associations and more than 700,000 employees in Germany across 25,000 facilities and services.

The Caritas Association Hannover has a long history, providing vital social services since 1903. While the core of its mission has not changed over the years, the charity wanted to embrace digital transformation and modernise its administrative processes to enable its staff to collaborate more effectively and navigate increasing cost pressures.



Arian Zielinski, Head of Administration at the Caritas Association Hannover, says: "To deliver effective social services cost-efficiently and help people in need, we have to increase our process efficiency and accelerate our digital transformation. To achieve this, we were looking to optimize highly decentralised office workflows and provide more flexibility to staff working remotely, and in our offices."

As a local charity, the Caritas Association Hannover operates many small facilities with two or three employees, often with no technical support team on-site. This meant that to redesign and streamline its workflows, the charity would need a committed and highly organised partner to handle the complex coordination and logistics challenges across 60 different locations.

SOLUTION

Simplifying office workflows

Since 2010, the Caritas Association Hannover has worked with Ricoh, using high-quality multifunction printers (MFPs) to support its daily operations. However, in an effort to consolidate its supplier contracts, the charity changed to another vendor.

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“We outsourced our print management, but we quickly found the service quality did not meet our needs,” adds Arian Zielinski. “To drive our digitization initiatives, we decided to take back control over our print and scanning environment and engaged with Ricoh to discuss the path forward.”

Together with Ricoh, the charity installed around 40 new MFPs, including RICOH IM C300, IM C3000 Series and IM C2000 Series devices to print, copy and scan A4 and A3 documents in colour at its offices and smaller facilities.

Thanks to the built-in smart touchscreen control panels, the Ricoh MFPs are easy to use, helping the charity to create a productive workplace.

Many documents created by the Caritas Association Hannover contain sensitive information. To increase data protection and security, the charity deployed RICOH Streamline NX, delivering secure print management capabilities for all locations.

“We can now manage all Ricoh devices centrally and enjoy a much better overview of our print, copy and scan environment,” confirms Arian Zielinski. “The new, intuitive Ricoh solution allows us to integrate the print, scan and capture features with other systems to support digital document workflows, and boost our productivity.”

BENEFITS

More time to support those in need

The new Ricoh solutions form an important part of the charity’s future-oriented digital strategy.

“Paper is still very widely used in our organisation,” explains Arian Zielinski. “Looking forward, we aim to move towards our vision of a modern, paperless office, and the Ricoh solutions provide a crucial foundation for tighter integration with our document management systems in the future.”

The Caritas Association Hannover is very satisfied with the professional collaboration with Ricoh. For example, the charity now receives personalized, direct support from local Ricoh experts, helping them focus on its core mission: supporting people in need.

“Rico has proven again and again that they are a reliable partner,” says Arian Zielinski. “At the start of the process, the Ricoh team provided a detailed analysis of our existing environment and print usage, enabling a data-driven decision on how to build a more cost-efficient approach. The installation also went very smoothly. At every stage, Ricoh has communicated clearly what would be happening and



when. And anytime we have a question, we can simply reach out to the Ricoh team and get a rapid and helpful response.”

By implementing RICOH Streamline NX, the Caritas Association Hannover has reduced the risk of security breaches. “We can now use card authentication to restrict access and protect sensitive printouts,” says Arian Zielinski.

“Users can also pick up printouts at any printer, so they don’t have to search for the right printer on site. Additionally, with

RICOH Streamline NX, employees working from home can send documents to printers in the office, then release and collect them when they are next on site,” adds Arian Zielinski.

He concludes: “As a social welfare charity, we manage an annual budget of around 35 million Euros and conduct 44,000 consultations with people in need every year. We are continuing our digitization journey and now plan to evaluate the opportunities of digital workflows using DocuWare, as the next step in our collaboration with Ricoh.”

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD). It is Ricoh’s mission and vision to empower individuals to find Fulfilment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit: www.ricoh-europe.com

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