



Unilever reduces costs by over 20% with Managed Print Services

The Document Consulting Experts

We know that the key to effective business partnership is trust, which is why our Managed Document Consulting portfolio is focused on bringing a better quality of service to each and every customer. We deliver long-term business value, with speed and efficiency by gaining essential insight into your organization. We work together to develop a thorough understanding of your business using proven methodologies and share our expertise of market leading technology through our proprietary tools and consultative approach.

Take control of your business with our Managed Document Consulting services. We empower you to make smart decisions based on the best information and advice available. The result is a Total Document Solution, more productive and secure than ever before, achieving tangible cost benefits and allowing you to focus on your core business.

Ricoh Global Services

Providing integrated services on a worldwide scale, Ricoh's multinational customers take full advantage of our local expertise through one of the industry's most extensive sales and support networks. A global partnership is managed through a single point of contact enabling customers to achieve maximum operating efficiency and continuous process optimization.

“Ricoh has deployed leading-edge technology, allowing us to reduce the size of our printer and copier fleet across the European Unilever business and enabling us to achieve substantial cost savings. The ongoing management provided by Ricoh allows us to focus on the key areas of our business.”

European Supply Manager, Unilever



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Ricoh has been able to deliver substantial cost savings of over 20% for Unilever

The Challenge

As one of the world's largest consumer goods organizations, Unilever has operations across Europe. With an aggressive strategic plan; capital inefficiencies and opportunities for cost-savings were sought out across the region. Document production was identified as a major area where streamlining was possible.

Unilever was faced with an unwieldy print and copy fleet from several different suppliers. Many of these devices were underutilized or inefficient and needed to be replaced or upgraded. Within this structure, Unilever also had little purchasing visibility and no central control of costs.

Delivering the Solution

Our experience shows that many large organizations could reduce their costs and raise productivity with a more efficiently designed document environment.

Ricoh significantly reduced the Total Cost of Ownership (TCO) of Unilever's fleet through Managed Print Services (MPS), consisting of a full audit of their document environment, followed by optimization proposals, implementation and ongoing management.

Ricoh's Managed Print Services provides a rationalized and optimized fleet, while ensuring continued cost savings through centralized ongoing monitoring and fleet management.

As an ongoing management solution, Managed Print Services ensures that targets are met for Key Performance Indicators such as cost, fleet size, maintenance and service, allowing Unilever to focus on its core business. Under Ricoh's service agreement, Unilever is guaranteed a device uptime of 98%. In addition to its own devices, Ricoh also manages a number of third party machines for Unilever, allowing a fade-in, fade-out implementation approach to avoid unacceptable disruption to end-users and protect existing investment in infrastructure.

Ricoh's ability to conduct full on-site surveys to gather detailed usage and financial information was a key factor in Unilever's decision. This provided accurate information on costs and insight into how their print and document device fleet could be improved in order to reduce costs and boost efficiency.

- Significant reduction of Total Cost of Ownership
- Ricoh and third-party device management
- Full transparency of the fleet's performance

Customer Benefits

By rationalizing Unilever's device fleet by 50%, maximizing the use of existing devices and implementing more efficient technology, Ricoh has been able to deliver substantial cost savings of over 20% for Unilever.

Ricoh liaises with Unilever to provide ongoing tailored advice, ensuring any needs or issues arising from organizational changes at Unilever are solved. Possible solutions include; re-shuffling the fleet to improve utilization, removing devices or implementing a re-routing solution to more efficient machines. Moreover, as part of its long-term relationship with Unilever, Ricoh has helped with a number of document production challenges. In the UK for example, Ricoh has run campaigns on behalf of Unilever to educate its users about important reprographic issues such as the appropriate use of colour.

"Transparency of the fleet's performance and costs has allowed us to gain control at site, country and European levels", said Unilever's European Supply Manager.

About Unilever

Unilever is one of the world's leading suppliers of fast moving consumer goods with strong local roots in more than 100 countries across the globe and global leadership in many categories in which the company operates. The company has 179,000 employees worldwide and generated annual sales of €40 billion in 2007. Its portfolio includes some of the world's best known and most loved brands including twelve leading brands which each deliver over €1 billion in annual revenue. The portfolio features brand icons such as: Knorr, Hellmann's, Lipton, Blue Band, Flora/Becel, Bertolli, Dove, Lux, Pond's, Axe/Lynx, Rexona/Sure, Skip/Persil, Cif and Domestos.

- Ricoh rationalized Unilever's device fleet by 50%
- Managed Print Services ensures SLA and KPI targets are met
- Ongoing tailored advice

Full onsite survey identifies usage and financial overview



Unilever's portfolio includes some of the world's best known brands