

## Case study snapshot

**Customer**  
Churches of  
Christ Homes and  
Community Service  
(COCHACS)

**Location**  
25 sites,  
Western  
Australia

### Customer concerns

As part of the COCHACS continuous improvement program, quality manuals that describe the processes for delivering aged care services are regularly updated. However, with computers available to only one third of the organisation's workforce, it was becoming increasingly difficult for all staff to access the latest manuals and their related forms without printing huge volumes of hard copies that quickly became redundant. Furthermore, while some staff could access electronic copies of the quality manuals and receive updates by email, there were other issues.

After close consultation with Ricoh, COCHACS implemented On-demand Printing. It allows staff to browse the LCD panel on the MFP, select from thousands of quality assurance documents stored on a central web server, and then print the document from any one of the organisation's 25 locations.

### Benefits

Paper usage and wastage was reduced by minimising document redundancy, version control issues were eliminated by ensuring only the latest documents are available for print, and a higher level of service for the community was achieved by improved compliance efficiency.

*"It is much easier to find a form on the machine than it is accessing the hardcopy manual. It's 10 times faster than finding the manual, finding the page in the manual and then copying the relevant form."*

**Ricoh Australia Pty Ltd**  
Account Manager  
Mr. Darren Varnavides

## What is On-demand Printing?

On-demand Printing is a workflow solution that gives users the unique ability to be able to print their frequently used documents directly from an MFP or LP. Users can even print documents that are stored in a remote location, for instance a user in Sydney, Australia will be able to print a document that is stored in Perth. Using the latest Java technology, files can be accessed and printed at the touch of a button. This is particularly beneficial to those in the healthcare and engineering industries where manual document distribution is often employed.

## On-demand Printing

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# RICOH

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ISO14001 certified



For more information, please contact



## Features

The On-demand Printing embedded application has several features to ensure a smooth, safe workflow:

- ① Administrator authentication
- ② Easy document updates
- ③ Secure connection to the central HTTP server
- ④ Simple configuration
- ⑤ Prints multiple document copies
- ⑥ Advanced search function
- ⑦ File display
- ⑧ Print documents with different formats



## Manual Pigeon-hole Environment

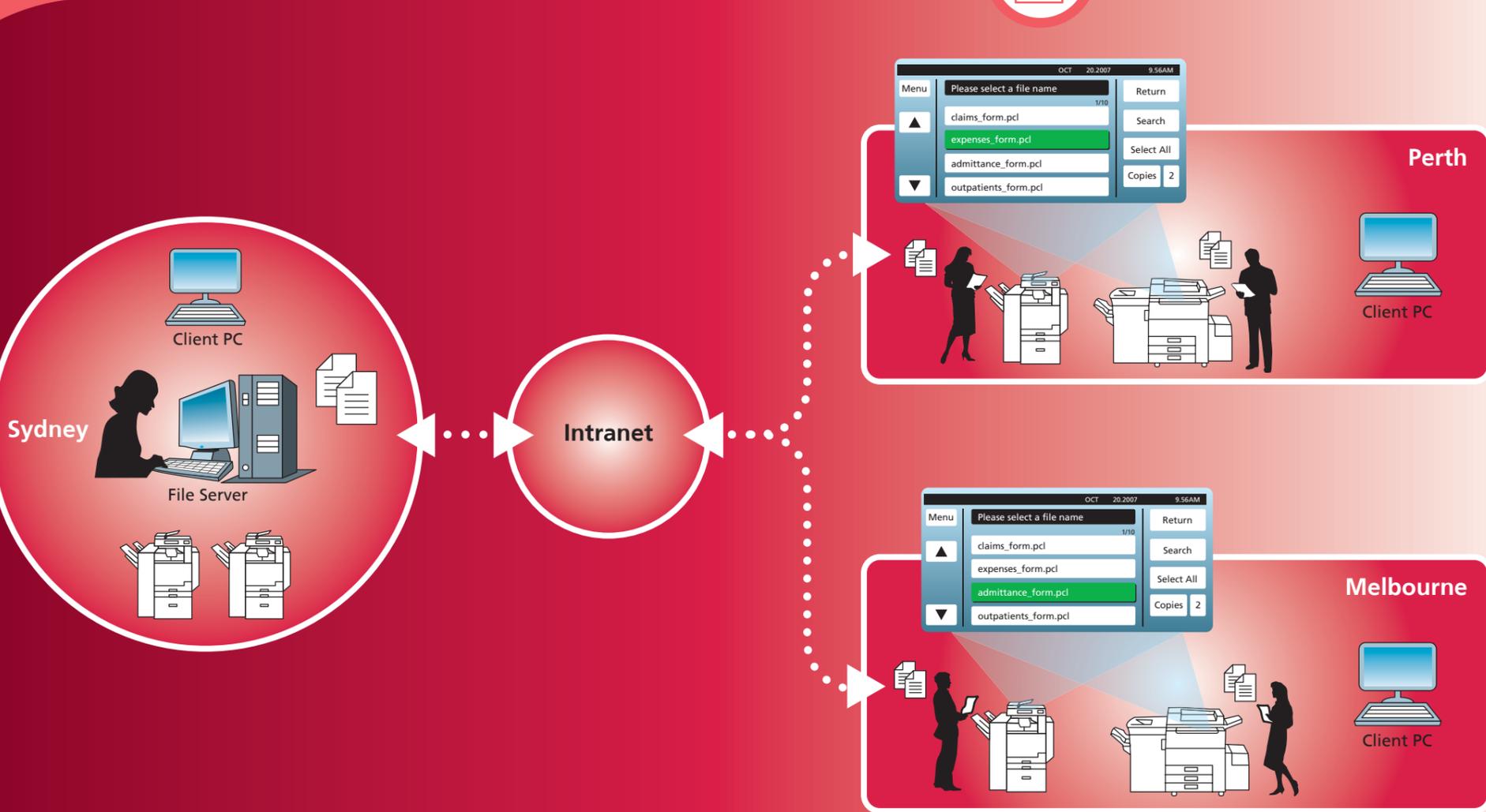
Manual document distribution workflows suffer from obvious problems:



- ① Labour-intensive
- ③ Storage and security concerns
- ② Intermittent supply
- ④ Paper wastage

**On-demand Printing** replaces manual pigeon-hole environment with fully automated printing solution

## On-demand Printing Overview



## Benefits

- ① Eliminates time-consuming manual document distribution, giving you more time to spend on more important tasks.
- ② Reduces paper wastage. Saves money previously spent on buying paper or pre-printed forms, storing them, and disposing of them.
- ③ Makes as many copies as you need at the touch of a button and uses pre-set finishing options.
- ④ No time wasted tracking down the right document to use.
- ⑤ Allows dynamic document updates when working conditions change, without additional costs.
- ⑥ The device acts as a useful training and reference tool, to improve job performance and productivity.

