

Case Study

RICOH
imagine. change.

Rinnai



BACKGROUND

Rinnai is a respected and trusted heating solutions company that services New Zealand and Australia. They are a Japanese subsidiary, established in New Zealand in 1974.

THE CHALLENGE

Rinnai required a fresh approach to their document management system. At the time, documents were being poorly stored in boxes across several locations, with many being lost.

THE SOLUTION

In order to help reduce Rinnai's reliance on paper, Ricoh implemented Laserfiche and Kofax systems. This helped with:

- Document searching
- Efficient document management
- Significantly reducing paper costs
- Automation of invoicing processes

WHY RICOH?

"We're really happy with the way Ricoh operates. As a business we've become driven to be less reliant on paper and to look at other solutions where paper isn't used," explains Neil Green.

“Our ultimate goal is to be a paperless company, something I firmly believe we'll achieve in the very near future.”

Neil Green, ICT Manager
Rinnai New Zealand

BENEFITS

- **Laserfiche efficiency**
"Anything contained within a document can be searched on and it's almost instantaneous. It's extremely powerful," says Neil Green
- **Future Growth**
The solutions implemented by Ricoh allow for growth and scale, which ensures that as Rinnai continues to grow and regulations change, these solutions will be able to keep pace and last the distance, mitigating any additional short-term costs.
- **Kofax solution**
"We're processing between 1200–1500 invoices per week, which takes more than two people. When we've implemented the Kofax solution to run with Laserfiche, there effectively won't be a need for paper."
- **Power of technology**
"The use of digital technology has allowed us to store stuff very quickly and to retrieve it even faster and that has made significant impact on the way we do business."
- **Cost saving**
"We now keep better records, with less duplication and no missing paperwork. We no longer have costs associated with having storage facilities outside of the building. That alone is saving us between \$1200–\$1500 a month."

Rinnai®