Modernizing state and local government

THRIVE IN A DIGITAL WORLD

Considerations such as citizen experience, tightening data mandates, an aging workforce and budget uncertainty continue to shape the future of state and local governments.

State and Local governments are using emerging technologies to improve citizens lives. Huge amounts of data are collected, and new analytics tools utilized to develop programs that more closely align with citizens needs and expectations.

Aging legacy infrastructures hinder the Amazon-like digital experience that citizens expect. Storing millions of paper records is costly and restricts easy access and sharing of valuable information.

The traditional business practices and processes on which agencies have relied no longer ensure success in a rapidly changing, increasingly digital world. Agencies must emerge from a paper-based system to full digital transformation. Modernization of operations is critical to success.

ENHANCE THE CITIZEN EXPERIENCE

HOW RICOH CAN HELP

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SERVICES

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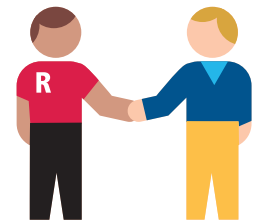

Modernize and consolidate IT infrastructure

Online interactions are much preferred over in-person or telephone — and those interactions must include smooth, easy and fast processes. Enhance the citizen experience and create a single portal where citizens can access all of their information and records at one time.

Optimize SLG operations

Access technology-enabled critical services where and when you need them. Capture the vast amounts of unstructured data — paper files, email, video and more — and transform it into meaningful electronic information, and ensure content is organized and easy to find.

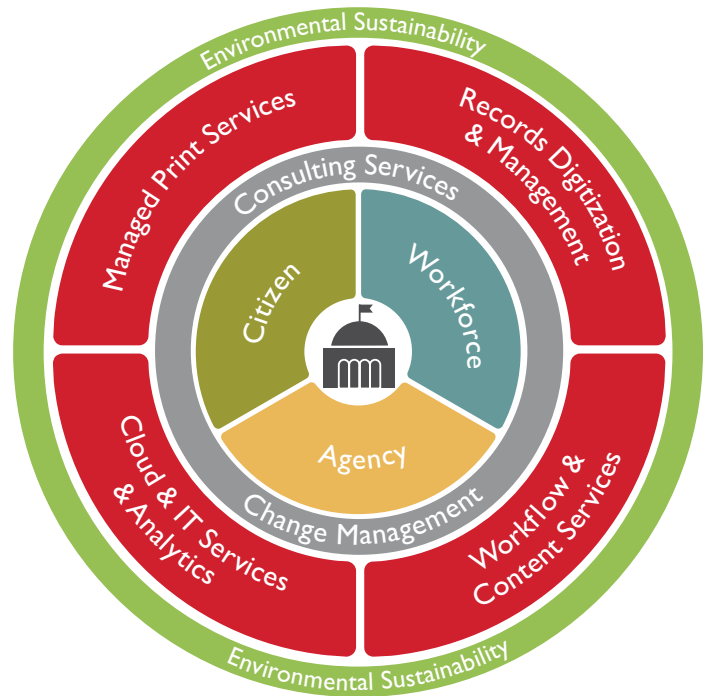### Cut costs and build a better customer experience

Leverage efficiencies by merging services and departments with one another to improve the customer experience. Our Shared Services improve operational processes, establish enterprise-level support, foster collaboration, enhance analytic capabilities and support performance requirements.

TRANSFORMING THE CITIZEN EXPERIENCE

No matter where your agency is on the digital transformation curve, we can help you identify opportunities and modernize your delivery model by innovating and optimizing key operational areas.

Our collaborative approach strikes the right balance among people, processes and technology, and it ensures defensible, measurable change.

When your agency is no longer bound by outdated, traditional methods of delivery, it can grow with capabilities that match citizens' needs and expectations.

CASE STUDY: MADERA COUNTY, CA

Upgrading technology to decrease costs.

Madera County's aging, standalone print devices increased both maintenance and print costs. And their siloed back-end workflows hampered information sharing between departments. Another roadblock: the agency didn't have room to store hundreds of file cabinets filled with paper.

Ricoh implemented innovative technology solutions, replacing their aging, inefficient machines with Ricoh multifunction printers (MFPs) with networked scanning, printing and copying capabilities. We converted and digitized paper files and made sense of unstructured information.

Replacing paper files with a digital document solution, upgrading the fleet and streamlining workflows resulted in considerable short- and long-term savings:

- $1.5 million through lower-cost print practices
- $50,220 in annual print fleet maintenance
- $41,753 in annual lease payments

Read the full case study

> "Ricoh developed an excellent plan to introduce new, lower cost devices throughout our departments that would help us not only reduce our print costs and improve efficiencies, but also move toward a paperless environment."
>
> **Eric Fleming**
> **Chief Administrative Officer**
> **Madera County, CA**

COMMITTED TO HELPING STATE AND LOCAL GOVERNMENTS MODERNIZE OPERATIONS

Our services are designed for the specific needs of state and local governments. Discover solutions to help your agencies operate more efficiently, provide more effective services and make the most of your budgets.

MANAGED PRINT SERVICES

Our Managed Print Services team works with you to develop the right output/document management strategy and to provide cost-effective managed services.

- Optimize your processes and technology so your workers can create, store and use information more effectively.
- Managed Print Services include analysis of mobile printing, output devices, people and processes, copy/print service centers, records management, and enterprise content management.
- Managed Print Services is a single point of control to oversee and manage output: authenticate users; view printers and status alerts; direct print to the most cost-effective devices; enforce duplex printing; gather data about usage patterns; produce standard and custom reports; track and charge back costs.

RECORDS DIGITIZATION & MANAGEMENT

Organize unstructured data and digitize paper documents and records for fast, comprehensive and secured access to useful information.

- Increase productivity by eliminating time spent searching for or recreating information.
- Implement new digital processes with minimal business disruptions.
- Free up space and lower on-site and off-site storage costs.
- Prevent important information from being lost or damaged.
- Retrieve a record with a quick search — avoid time-consuming searches through paper files and storage boxes.
- Reduce downtime due to system failures or disaster recovery.
- Avoid compliance and privacy issues, with less paper left out in the open for unauthorized viewing.

WORKFLOW & CONTENT SERVICES

Our workflow and content management services ensure information flows throughout your organization based on what it is, who needs to access it and for how long.

- Incorporate data into workflows and business processes within your CMS, CRM or other systems.
- Help ensure data is secured and provides tools to assist with governance and compliance.
- Have one centralized location for all enterprise content, making it easier to find what you need.
- Give teams the ability to more easily collaborate and share.
- Automate workflows such as reviews and approvals, so processes move through steps faster.
- Improve visibility and transparency and deliver accurate data for analysis.

CLOUD & IT SERVICES & ANALYTICS

We offer cloud services, infrastructure services, data transformation services and IT systems to better drive your business.

- Gain expert insight and understanding of how to tackle a variety of IT projects.
- Free up IT resources for strategic business initiatives and ensure your infrastructure remains stable and secured.
- Get managed cloud services designed for your unique security, compliance, privacy, and governance requirements.
- Protect your data with Ricoh owned and operated data centers, for reliability for your mission-critical applications.
- RICOH Analytics identifies actionable insights based on your organization's business objectives.

> "Working with Ricoh, I've learned that they aren't just a print output company. They're really an information management company."
>
> **Gary "Mace" Maciejewski**
> **Manager of Infrastructure and Operations**
> **Department of Ecology, State of Washington**

A rightsized printing fleet saves $200,000 annually

Decision-makers had no idea how much it cost to buy, run and maintain the print environment — let alone determine how much time was spent printing or waiting for print jobs.

As the partner for multifunction printers (MFPs) and Managed Print Services (MPS), we rightsized their printing fleet to less than half its current size, and replaced devices with lower-cost, high-speed, better-quality MFPs.

Results

- The department has saved $200,000 annually by reducing and rightsizing their fleet.
- We track and provide detailed reports to the department on print volumes, device usage, supply information, service-level data and cost insight enabling them to make intelligent decisions.
- Areas of the office that used to be cluttered with desktop printers have been reclaimed for more productive uses.

Read the full case study

ENGAGE A PARTNER THAT KNOWS STATE AND LOCAL GOVERNMENT INSIDE OUT

As a digital transformation partner, Ricoh brings experience, credentials, commitment and a proven track record in government.

We work with state and local agencies — from rural to metropolitan cities, counties villages and more — across the U.S. to help strengthen

their operational efficiency while enhancing the experience of citizen and workforce.

Our consultative, collaborative approach focuses on helping you solve your specific challenges with customized solutions, proven practices, communications and metrics.

Read more case studies on how we helped State and Local Governments work smarter:

City of Brampton

Creating a secure and sustainable print environment.

Read the case study

Maricopa County

Taking data searches from painstaking to productive.

Read the case study

Suffolk County Clerk's Office

Overhauling document management system turns challenges into revenue.

Read the case study

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