



Case Study



Copy and Print Company Finds Complete Printing Solution

Any time a business is focused on vertical industries such as government, finance or pharmaceuticals there are any number of regulations that must be followed to meet federal laws. A particular Ricoh Printing Systems of America (Ricoh) customer in the copy and print service industry focuses on producing clinical study documents for the pharmaceutical industry, as well as legal documents that are provided to the Federal Drug Administration (FDA) – both of which require special print procedures that can be time-intensive.

Before implementing an improved solution with the help of the Ricoh Professional Services Group, the customer was receiving clinical forms in hard copy format or as PDF files, which then had to be photocopied and collated by hand. The legal documents also required Bates numbering on each page so the customer had to create a Word document with the Bates numbers at the bottom of the page. If the document was 300 pages, a 300-page Word document needed to be created. The legal documents were then printed out and merged with the Bates numbering overlay. Not only was this an extremely time-intensive process but the print quality was also very poor.

Industry:

Direct Mail

RPSA Solution Set:

Hardware:

1 Ricoh DDP 70e Printers with PostScript®

High Capacity Feeder

Standard Finisher

Software:

Objectif Lune PlanetPress™

After consulting with Ricoh and determining the best approach for both cost- and time-savings, the new system was put in place and has eliminated up to 80% of original labor costs in some areas. The current solution includes a Panasonic scanner, Objectif Lune PlanetPress software and a Ricoh DDP 70e printer.

The time-intensive original process has been streamlined by scanning and exporting documents into PlanetPress. PlanetPress can drive the tray selection of the printer during the print process to add tab pages where needed, as well as various paper types and colors loaded into different drawers to meet different requirements. This newly automated process removes the need for people to hand-assemble the final documents, which are then printed and collated by the Ricoh DDP 70e printer.

What is BATES NUMBERING?

Bates numbering is a unified way to track documents and pages by number rather than name. Bates numbering is used in the legal and government arena to ensure that that the original document has not been tampered with. Bates numbers are normally a series of letters followed by sequential numbers, most typically six numbers.

An example of a Bates number for page one of a document would be 000001 and page 10 would read as 000010.

Another customer requirement was to add Bates numbering on each page of the legal reports. This was accomplished through PlanetPress, which adds the numbers automatically and at the customer's request, the number sequences were reduced from six digits to only three or four digit numbers for complete customer satisfaction with the new solution.

The customer now has more than 1,200 clinical report forms that are printed out on a regular basis. The setup time is approximately 45 minutes per job using the new procedure and the job can be saved electronically in case it needs to be run in the future. Another benefit is that the documents are now printed at 600 dpi and will always have the same high-level of quality.

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