



**RUTGERS**

University Procurement Services

# Ricoh Contract Information Session

Dec 2020 and Jan 2021

Hosted by:

Ricoh

and

University Procurement Services

# AGENDA

- Contract Scope
- Team Introductions
- Contract Highlights
- Scenarios and Quick Guide
- Additional Ricoh Product/Service Offerings
- Question & Answer

# Ricoh Contract Scope

- University-wide access
- Supports Rutgers Discretionary Spending
- Equipment and Services Scope
  - Desktop printers, Multi-function devices, copiers
    - Related consumables and services
- Inclusions
  - Toner
  - Parts
  - Labor
  - Staples
- Exclusion: Paper, NOT included
- Other Service Offerings
  - Document capture and workflow solutions
  - Intelligent Lockers

# Team Introductions

- Rutgers

- SRM lead – Alma M Ortiz
- Campus Liaisons – *first line of support*
  - Ashley Silvera, ORED + RBHS
  - Wes Coleman and Annmarie Rizzi, Newark
  - Chris Aha, Camden
  - Dennis Demarino, Athletics + IP&O
  - Kathryn Kuhnert, New Brunswick
  - Susan Ryan, Information Technology

- Ricoh

- J. Sheruda, Branch Sales Manager
- Michael Gentile, Marketplace Vice President
- Penny Osvai, Account Manager – *first line of support*
- Mercer Baines, Account Manager – *first line of support*
- Al Acosta, Digital Support Specialist
- Ray Kallai, Digital Support Specialist
- Mark Lesch, Production Specialist

# Contract Highlights

## ■ New Program Benefits & Options

- New 60 Month Term Option - Equates to Approximate Monthly Savings of 7% Per Month on Hardware (Like for Like Scenario)
- New Contract Extension Program - Equates to Approximate Monthly Savings of 14% Per Month on Hardware
- New Greenline Devices - Previous Generation Models, Updated Firmware & Moving Parts, Compatible with All Current Interface Technology, Substantial Savings Compared to All Other Options
- Portfolio Expansion - Rutgers University Entities are Entitled to All Products & Services in the Ricoh Portfolio.

## ■ Sustainability Efforts

- E-Waste: Ricoh Operates Zero Waste to Landfill Manufacturing
- All De-Manufactured Devices are Disassembled, Materials are Separated, and Recycled
- All Devices include DOSS to Ensure All Information is Overwritten to Federal Government Standards
- All Hard Drives in Devices are Removable and Certifiably Shredded Under the “*Ricoh Hard Drive Surrender Program*”

## ■ eFAX Solution at Rutgers Neurosurgery

## ■ MFD PaperCut and BOX

## ■ eFORMS Manager

## ■ Routine Business Reviews

# Scenarios and Reference Material

- Lease deferral program overview
- Reference material

# Ricoh Lease Deferral Program Overview

- **Scope:**
  - 900 active Ricoh leased machines (1,000 machines in total RU portfolio)
  - **not in scope** are those that are in month to month
- **Invoices:**
  - No October, November, December invoices for leasing
  - Nominal service fee will remain during these 3 months, to maintain existing service on units will continue.
  - These invoices are submitted for the month later and paid then, due date is 30 days after, due in Nov
- **Lease Term:**
  - The lease term will be automatically extended, so for example: a 48 month lease, will become a 51 month term
  - Fiscal year may be crossed based on the 3 month term extension
- **Grant funded programs:**
  - Grant program leads will need to inform Procurement and Ricoh if their lease is specific to a grant funded program
  - The Ricoh team will be able to coordinate and support any related action
- **Credits:**
  - Credits will be issued as some deferrals were missed w/ the October billing cycle
  - The Nov bill will be the nominal fee plus the credit from previous month

# Reference material

- Quick Guide and PO Set Up Guide

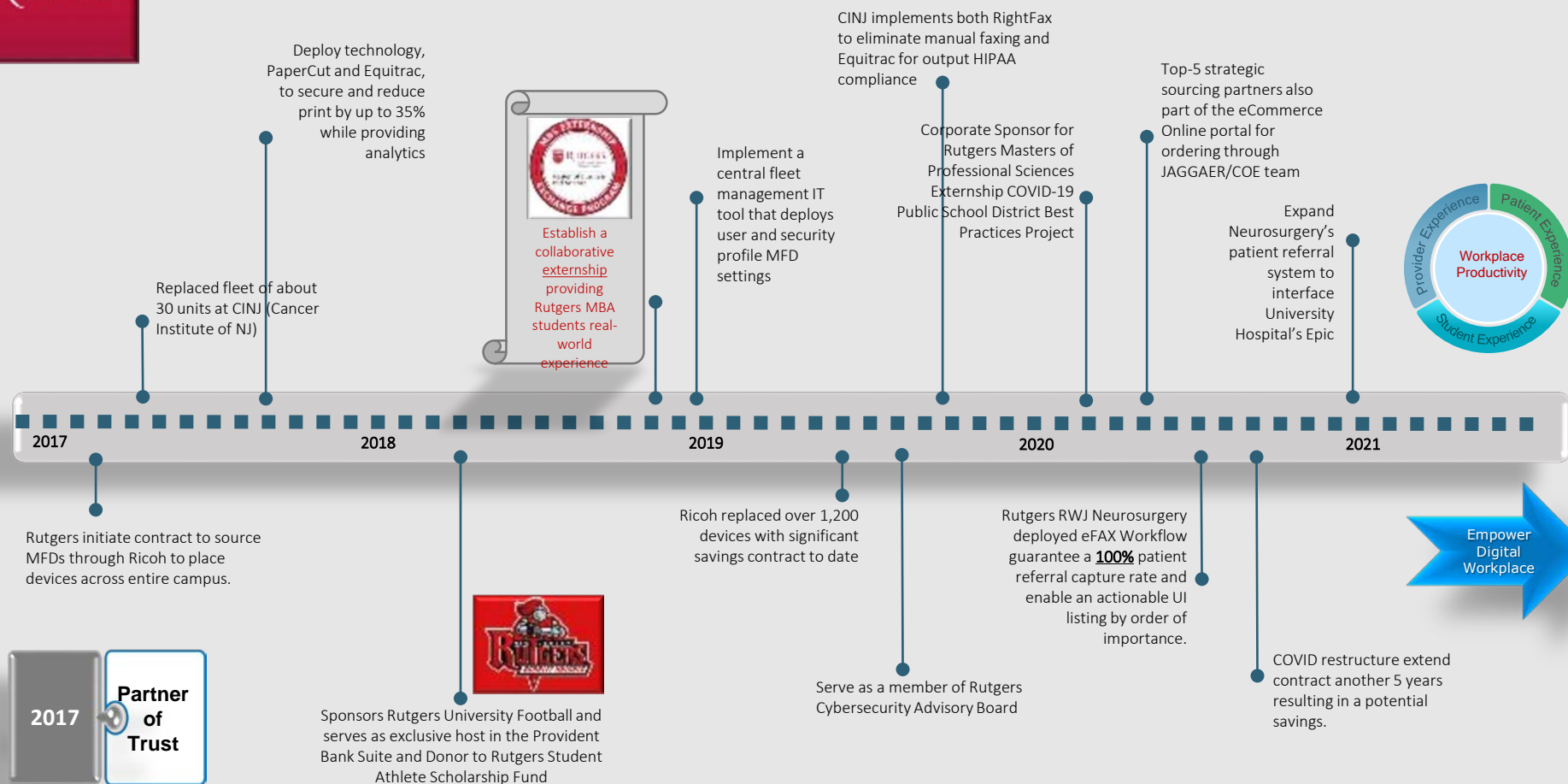


Ricoh reference  
guide

- Find Products Services Website, [via this link](#)



# Rutgers Partnership Roadmap



# eFAX Solution at Rutgers Neurosurgery

## ■ Challenges

- Increasing referrals with aging population
- Slow, inefficient paper-based, fax referral process
- Two of every five referrals lost
- Lack of referral tracking and remote work capability

## ■ Outcomes

- Referrals processed within 1 hour
- Quick preauthorization process
- Ability to work seamlessly and safely at home
- Improved patient experience

## ■ How

- Built an end-to-end eFax workflow
- Automate referral prioritization and routing
- Digitally match referrals with other clinical documents
- Provide interoperability EHRs
- Implement a dashboard for tracking enabling remote work



*"Our staff is now taking care of twice as much by working from home."* -- Alice Edwards, Assistant Professor and Operations Director, Rutgers Health Neurosurgery

# MFD PaperCut and BOX

- Enterprise Standard by Rutgers OIT
- PaperCut
  - Badge-Card authentication
  - Secure Print
  - Secure Scan (to email and shared-folder)
  - Track and report on user activity
- Integration between PaperCut and BOX
  - Box integration is not yet available. OIT continues to work the Ricoh team on the integration.
  - Scan to OneDrive is currently available.
- Rutgers OIT Contact
  - All PaperCut Inquiries: [papercut\\_support@oit.rutgers.edu](mailto:papercut_support@oit.rutgers.edu)



## Simplify electronic forms process from create to routing and storage

- Automate forms creation on iPhone, tablet or desktop
- Add electronic signature fields, location services, attachments, accessibility, data tables and more
- Create forms with built-in rules to accelerate processes and eliminate tedious tasks
- Automate approval workflows with DocuSign
- Use analytics tools at any time for full tracking of critical forms processes
- Reduce paper and eliminate the costs associated with paper intensive processes
- Capture data and feed into EDM systems
- Maintain and version-control an eForms library
- Outcomes
  - Create dynamic forms
  - Access forms from anywhere
  - Save time and reduce costs
  - Leverage a powerful workflow engine

Paper forms are slow, easy to misplace and hard to integrate with electronic document storage systems



# Question and Answer Session

## FAQs:

Q: What is included in my lease?

A: Equipment & Service Allowance (Images Included) - Unless Additional Value Added Solutions are Requested

Q: Does deferment schedule have an impact on the extension program ?

A: No

Q: With the Ricoh Extension Program, what is the term and savings?

A: Maximum Extension Term 24 month

A: Approximate Savings of 14% on Hardware

Q: Are there restrictions on the Ricoh extension program?

A: Yes, the equipment needs to be at term, without any outstanding payments.

Q: How do we manage Grant Funded Program needs?

A: Limit the lease term – be sure to consider how long the funding will be guaranteed for before entering a long term lease.

➤ PLEASE CONTACT YOUR RESPECTIVE RICOH REPRESENTATIVE WITH ANY QUESTIONS.

More FAQs will be added and all will be posted on line

Thank you!