

Case Study

Hent Streamlines Print Operations With RSI Control+



Executive Summary

A print strategy that looks ahead

Each Hent construction project relies on efficiently preparing, distributing, and archiving printed documents at onsite offices. However, setting up this essential printing system came with complex and labour-intensive challenges that were costly and time-consuming.

With many new projects on the horizon, they sought to mitigate this with a new, agile approach—a cloud print management model.

Hent chose Ricoh Smart Integration (RSI) Control+, utilising Ricoh multifunction printers (MFPs) to reduce administrative load and increase onsite effectiveness.

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QUICK FACTS

Hent

- Industry: **Construction**
- Established: **1980**
- Located: **Trondheim, Norway**
- Annual Turnover: **NOK 7.6 billion**





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During the evaluation process, we focused on cloud solutions with an intuitive interface and seamless digital workflows, plus sophisticated print management capabilities that would reduce the administrative load. We tested options from various vendors. Ultimately, we decided RSI Control+ was by far the best option because of its rich functionality and user-friendliness.

Eirik Saasen Hole,
IT Consultant, Hent

The Overview

About Hent

Hent is a leading building contractor in Norway, delivering a wide range of projects, including residential developments, healthcare facilities, and maritime infrastructure. They serve both public and private developers across Norway, Sweden, Denmark, and Finland. With approximately 1,200 employees, Hent operates from eight branch offices in locations such as Oslo, Bergen, and Ålesund.



The Challenges

Setting up efficient print ecosystems

Efficient management of construction projects at Hent relies on preparing, distributing, and archiving printed documents, such as health and safety guidelines, daily progress reports, quality checks, and risk assessments.

Setting up print infrastructure at each onsite office was complex and labour-intensive. Hent had to move MFPs, implement physical print servers, and install management software to secure and track print workflows. This process was costly, time-consuming, and often led to connectivity issues.

With many new projects on the horizon, Hent sought a more agile and easy-to-deploy print model to simplify print management, reduce costs, and improve user experience.



Key challenges

- A labour-intensive print infrastructure setup process at each onsite office.
- High costs and maintenance due to onsite server hardware.
- Difficulties with printing due to connectivity issues.





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The support from the Ricoh solution team and engineers has been excellent. Setting up and getting started on RSI Control+ was very simple and intuitive, while our administrators can log in via web browser to manage user accounts and monitor the status of our print devices.

Eirik Saasen Hole,
IT Consultant, Hent

The Solution

Streamlining print strategies with the cloud

Hent chose to adopt a cloud print management model to solve their challenges. After evaluating their choices, they ultimately selected RSI Control+ and Ricoh MFPs. This solution eliminated the need for onsite servers and enabled their employees to connect to MFPs directly from their mobile devices.

RSI Control+ enabled Hent to simplify print operations at every onsite office, empowering administrators to manage user accounts and monitor the status of print devices by logging in through their web browsers.

Employees could now self-register, download a print driver, and send print jobs directly from their mobile phone, laptop, or tablet—without needing to connect to the local network. To release their documents, users simply enter their PIN code on the Smart Operations Panel of a Ricoh MFP.



RICOH Spaces features and benefits

- **Cloud print management:** Moving to the cloud removes the need for physical servers, eliminating complex and expensive implementation at each onsite office.
- **Simplified print operations:** Reduces administrative burden and eases monitoring due to the sophisticated management capabilities.
- **Improved user-friendliness:** Users can connect to MFPs directly from their mobile devices and print without network hassle via self-registration.

The Outcomes

Achieving agility and creating simplicity

Hent's collaboration with Ricoh enabled them to adopt an efficient, serverless print strategy that saves time, cuts costs, and reduces administrative workloads.

With RSI Control+, setting up print operations at new onsite offices is easier and quicker, eliminating the need to procure and manage traditional print environments. Users now have the ability to connect to Ricoh MFPs directly from their mobile devices.

The cloud model streamlines project management by allowing managers to track paper usage and print consumables effortlessly. By downloading activity records through the solution, managers gain in-depth data that ensures accurate cost reporting for every project.

Key benefits



Efficient print strategy

Utilise a cloud-based, serverless print infrastructure that is easy to deploy and functionally agile.



Streamlined cost and resource management

Eliminate the need for complex, traditional print ecosystems that are expensive to maintain and require local networks to function.



Enhanced productivity

Users can print through their mobile devices, eliminating the need for a local network and potential connectivity issues.



In-depth data tracking and management

Obtain comprehensive records of print activity, manage users, and monitor MFP status for records purposes.

Conclusion

Future-proof printing with RICOH Smart Integration

RSI Control+ has empowered Hent to create a streamlined print management system for all their current and future onsite offices. The new strategy enables them to simplify daily operations with a user-friendly and secure print process. Administrators can retrieve comprehensive records from RSI Control+ to track usage and consumables, ensuring accurate cost reporting.

“ RSI Control+ solution sets us up very well for the future, and will help our users create critical documentation as we launch more construction projects across Norway and beyond. We are now exploring the potential of moving to a full print-as-a-service model, and we know that Ricoh will be on hand to help once again.

Eirik Saasen Hole,
IT Consultant, Hent

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About Ricoh

Connecting people,
processes and technology.
So you can Focus on Forward.

Since 1936, Ricoh has continuously created new ways of working—leading the way in digital transformation, sustainability, and innovative thought leadership. Today, those innovations continue to create value and spread from offices to workplaces across numerous industries, frontlines, and society.

We bring people, processes, and technology together to simplify complexity, clarify direction, tackle obstacles, embrace diversity, and help our customers uncover opportunity.

- 1 Empowering workplaces since **1936**
- 2 Empowering over **80,000** employees worldwide*
- 3 Serving **1.4m** customers globally*
- 4 Over **32,000** patents acquired worldwide*
- 5 Global presence in over **200 countries***

* As of March 31, 2024

For more information, please visit [ricoh-ap.com](https://www.ricoh-ap.com)

Ready to Learn How RICOH Smart Integration Can Accelerate Your Processes?

Talk to our experts. Learn how we can help you create better work experiences with seamless connectivity and collaboration across teams, workspaces, and locations.



Contact us now

For more information,
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