

Case Study

Presbyterian Support Central



BACKGROUND

Presbyterian Support Central (PSC) is one of seven Presbyterian Support regions, focusing on the lower North Island. They address two key areas – aged care and family support.

THE CHALLENGE

PSC was struggling to maintain their service delivery without a sustainable business model. Finding a more efficient way to work was an important part of PSC's future growth and success.

THE SOLUTION

Ricoh implemented Follow-You printing through Equitrac, as well as building a Laserfiche-based AP automation solution. This helped with:

- Accounts payable automation
- Print optimisation
- Employee's tech capability
- Reducing reliance on paper

WHY RICOH?

"We're so enthused about this technology that we're looking at implementing it across other areas like purchase order and grant applications," says Trevor Playford

Finding efficiencies in the way we work is a key business driver and something that will be critical for our expansion and success over the long term.

*Trevor Playford, Chief Financial Officer
Presbyterian Support Central*

BENEFITS

- **Partnership building**
Ricoh's role in this partnership is helping PSC find new ways to leverage technology to make advances, and in a way in which PSC love to use
- **Improving efficiency**
"Weekly payment runs used to take a up to a full day to authorise and process - thanks to the new changes we've implemented, that time is down to just a couple of hours" explains Playford
- **Laying the groundwork**
Ricoh put a lot of focus on the pre-rollout work to make the change as easy as possible, ensuring as smooth an implementation process as possible.
- **Print optimisation**
40 multifunction devices across the lower North Island now have 'Follow Me' print function to help provide security and cost control, as well as making day-to-day work for employees easier.
- **Efficiency through Laserfiche**
"Most impressive about this solution is how popular it's been...People find the new tech is easy to learn and genuinely improves their work," says Playford



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