nashuatec

CASE STUDY:

Frisk partners with Cillion to energize its return-to-work programs

FRISK UTVIKLING

CILLION
Make information flow

Ricoh Smart Integration reduces complexity, cuts costs, and improves client service at Frisk, with cloud-enabled, GDPR-compliant local and remote scan and print

COMPANY & CHALLENGE

Frisk Utvikling provides occupational health, training, guidance, coursework and skills advice on behalf of the Norwegian government. The company focuses on the opportunities and challenges of working life, and employs around 500 staff.

The Norwegian government recognises that helping unemployed citizens to return to work is central to a vibrant economy – and employment offers essential personal wellbeing benefits too. As part of the state programs, re-employment services such as occupational health, training and guidance, are delivered by agencies like Frisk Utvikling, through competitively tendered contracts.

Frisk handles thousands of clients every month, assessing their skills, matching them with courses, providing appropriate health resources, and connecting them with employers. To run its business, Frisk relies on secure, GDPR-compliant services to capture, store and manage personal data, at both the local office and nationwide levels.

In support of its operations, the Frisk IT team faced substantial, often unique, challenges: for example, in one office the landlord would not permit physical network installation. Deploying, configuring and maintaining on-premises servers and equipment at each location absorbed significant time and resources, and in the long term this approach was likely to be unsustainable. As systems proliferated, costs were rising, and security and compliance risks started to grow.

Adding to this mix, the government's competitive tendering process is designed to procure state services as cost-effectively as possible. For agencies such as Frisk, improving operational efficiency is the only way to enhance financial performance. Faced with its IT challenges, GDPR obligations, and commercial objectives, Frisk looked for ways to simplify its infrastructure, reduce costs and improve productivity.

OBJECTIVES

Alongside digital workflows, laptops, servers and networks, many paper-based processes – such as scanning applicants' documents and printing materials – remain central to Frisk's work. For the new infrastructure, the company would have to integrate these essential processes with the following objectives:

• Enable secure print, scanning and storage in any environment

• Ensure GDPR compliance for sensitive data and documents

• Reduce IT administration workload and cut capital expenses

• Release staff resources to work on value-added projects

Frisk consulted with its business partner Cillion, which specializes in business productivity solutions. Cillion showed how Frisk could replace its on-premises servers, printers and scanners with connected apps and technologies, and move to cloud management and storage. This would remove capital costs and shift the company to an operational costs model, with the service provider responsible for maintenance, administration, security and compliance.

> We recommended the Ricoh Smart Integration platform as it would deliver the cloud tools needed to simplify Frisk's infrastructure, along with the document workflow integration to deliver secure access for business users at multiple locations. Crucially, the platform would support this flexible model while ensuring GDPR compliance

Trond Kjeksrud,
Sales Manager at Cillion

SOLUTION

To realize this new operating model, Frisk chose Ricoh Smart Integration, removing local on-premises servers and connecting its existing Microsoft Office 365 solutions to new Ricoh smart multifunction printers. The Ricoh Smart Integration apps allow the Frisk team to scan hardcopy documents and convert them to editable digital files, compatible with Microsoft Office 365 formats. All data is securely stored in the cloud, with the ability to share with authorized users while ensuring GDPR compliance, and of course documents can be retrieved and printed without the need for local storage servers.

The Cillion team deployed more than 60 Ricoh multi-function printers at Frisk offices. Each device was pre-configured by Cillion, and Ricoh Smart Integration apps can be installed, upgraded and managed remotely. Cillion delivers the solution and client support to Frisk as a subscription service, and Ricoh Smart Integration provides the devices, software, and maintenance.

BENEFITS

At the operational level, the Ricoh Smart Integration solutions enable Frisk to reduce its office print, paper, and physical storage costs, while increasing data security and providing auditable data trails. Additionally, Frisk has eliminated capital expenses and removed its in-house IT maintenance and administration burden. Further, paper-based workflows have become fully digital, increasing productivity and enhancing compliance with GDPR.

Streamlining the IT infrastructure with connected Ricoh devices and apps has allowed Frisk to remove many older servers and storage systems, which helps to simplify the IT landscape, release physical office space, and cut costs. For an organization like Frisk, Ricoh Smart Integration provides scalable infrastructure that can adapt to future challenges. New Ricoh smart devices can be pre-configured and joined to the solution without the need for engineering visits, and the capital cost and delays of fitting out new offices has been removed. The cloud technologies directly deliver business flexibility, as the lower investment costs means that Frisk can set up a new office at greatly reduced commercial risk, even towards the end of a government contract period.

Bjørn Bellaris concludes, "The cloud-enabled, GDPR-compliant Ricoh Smart Integration solutions provided by Cillion have helped Frisk to reduce complexity, cut costs, and improve client services. Ricoh Smart Integration delivers the essential, scalable technology solutions that allow us to devote our time and energy to re-engaging people in the world of employment, supporting their success and wellbeing for a productive future."

"A conservative estimate is that in the past the administration, maintenance, and human resources support for each server cost us perhaps 50,000 Kroner annually. Ricoh Smart Integration is around one-tenth of this cost, is easier to manage, offers enhanced capabilities, and delivers us greater data security than before."

Bjørn Bellaris, Digital Solutions Leader at Frisk Utvikling

ABOUT NASHUATEC

Nashuatec is a brand managed by parent company Ricoh, who is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communication services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2020, Ricoh Group had worldwide sales of 19.06 billion USD.

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