

## Case Study

Arachas Corporate Brokers Limited

Ireland's largest, fastest-growing nationwide insurance brokerage improves efficiency, productivity and security with managed document solution



### Executive summary

**Name:** Arachas Corporate Brokers Limited

**Location:** Dublin, Ireland

**Size:** 250+ employees

**Activity:** Insurance



### Challenges

- GDPR & Financial Services compliance
- Existing document and print facilities slow, time consuming and difficult to manage
- Improve process efficiency
- Eliminate business risk
- Migrate to digital service.

### Solution

- Digitisation of documents and Managed Print Solution across 5 locations powered by Ricoh Multi-Function technology
- Unified Experience across all Ricoh devices and sites using Single Sign On technology
- Kofax NSI AutoStore to coordinate the capture and secure delivery of paper, electronic documents and data into business applications
- Kofax Equitrac Office Intelligent Print Management Software to implement secure "Follow You" print release enhancing security, confidentiality and GDPR compliance.

### Benefits

- Full control and greater efficiency for document capture/digitisation and print release
- Far greater insight into print use and expense
- Significant cost and resource saving
- Productivity and sustainability benefits
- Increased business efficiency
- More secure technology
- More accessible information
- 'Work From Home' friendly with direct access to documents from any location.

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Arachas is Ireland's largest, fastest-growing, nationwide insurance brokerage, who employ over 250 insurance professionals across the country. Arachas is headquartered in Dublin, and has numerous regional insurance hubs located in Cork, Galway, Kildare, Waterford, Mayo and Fermanagh to offer a localised service for their clients.

Arachas pride themselves on only working with the best in build high quality insurance products that they are happy to recommend, so that their customers get the peace of mind that comes from a personalised insurance service.

One of the key elements of Arachas' operation is being able to produce and manage huge volumes of documents securely. This is an essential part of the Insurance process.

### Challenge and Solution

Arachas wanted to replace their current fleet of MFDs with the latest in MFD technology while implementing a more consistent user experience across their locations. There was also a lack of control with print/copy output within the business and Arachas had a strong desire to address this with a more robust solution that would include Secure Follow You printing by allowing users to authenticate at the MFD via their existing ID card. Arachas also expressed their interest to eliminate a number of single functions scanners and 3rd party software used to integrate with their back end systems, Open-I and Adest.

Arachas turned to their preferred and trusted supplier Digicom, who after viewing all of the requirements, provided their company with an overarching print strategy which not only delivered the print hardware but also included an integrated Ricoh Software solution. After undertaking a site visit and device audit of Arachas' print, scan and copy usage, Digicom recommended a fleet of 14 IMC 3000A's Ricoh Multifunctional Products (MFPs) to help digitise all documents and scan, print, copy and fax.

Digicom supported by Ricoh Solutions Architects investigated Arachas' capture and index workflows and designed a bespoke solution that combined the Ricoh devices with Kofax Equitrac in conjunction with Kofax Autostore to create a single, integrated and managed print/scan solution to address all their challenges.



Kofax Equitrac, server-based print management solution is designed to help reduce waste, make more efficient use of staff time and increase security. Equitrac allows Arachas to set rules-based printing while helping to provide visibility into who is printing and when. As well as reducing the overall cost of printing, Equitrac offers a management reporting tool that gives the organisation a greater understanding of its employees' behaviour – which are heavy users, how much they copy, scan and print and to which devices – which can subsequently lead management to identify cost savings over time. It does all this while also improving document security and eliminating waste to support environmental sustainability.

In order to optimize processes and drive greater efficiencies, Ricoh also deployed Kofax AutoStore, a solution that orchestrates the capture and secure delivery of paper, electronic documents and data into business applications. With AutoStore working in conjunction with Equitrac, Arachas now has an intuitive and easy-to-use document digitisation mechanism via the fleet of Ricoh MFDs.

*continued overleaf*

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AutoStore has a bearing on the accuracy and completeness of documents because it incorporates dual validation of the information, firstly by the user and secondly by the system. The new system captures key validating Meta Data during the scanning process and uses this data as the basis for the document naming convention, eliminating the former processes and ensuring accuracy.

Both Kofax Equitrac and AutoStore software solutions are allowed to work together at the MFD by leveraging off the award winning Ricoh Smart Operating panel. Simplicity is key for end users, spending unnecessary time at an MFD to release a print job or perform a scan is not practical and this is where the Ricoh MFD delivers in abundance. Via a tablet style operating panel, users can easily navigate the user interface just like a smartphone or iPad allowing for faster adaptation and continued usage, swipe to move screens, select an application by touch or bring up the on screen keyboard to enter text when needed.

By deploying a Ricoh and Kofax solution Arachas staff are now able to securely authenticate and access their print, copy, scan workflows at any Ricoh MFD through their existing ID cards. Securely release print jobs, capture and index hard copies directly to their email, network home folder, Open-I and Adest applications.

Arachas, as a business, has also benefited from this solution by delivering greater control, enhanced security and efficiency, improving on business processes, more in-depth reporting and the removal of desk based scanners and third party software while also becoming more GDPR compliant.

### Benefits

In summary, Arachas through Digicom opted for a Ricoh Managed Document Services solution: a mix of professional and managed services, hardware and software, which was entirely tailored to their needs. As part of this bespoke solution Digicom supported by Ricoh Ireland improved the current workflow for Arachas, enhanced their user experience while also improving security and compliance.

Arachas has already seen a host of benefits at different levels throughout the organisation. In fact, they now anticipates cost savings across the board as a result of the new print solution.

Prior to the deployment of Kofax Autostore, the scanning process for Arachas was a time consuming task. Digicom solution has addressed this issue as it quickly scans and routes documents to relevant locations which has significantly reduced the time required to scan documents by staff. Not only does this solution ensure all relevant documents are accessible in the internal systems, but it also means that staff members work more efficiently on files because there is much less time spent searching for paper documents.

Equitrac enables secure printing for Arachas as print output will only be produced when released by an individual's security card or PIN. The security features of Equitrac are a key part of the benefit of this solution for Arachas which satisfies both financial services requirements and also GDPR compliance. This also helps to reduce paper waste. Elsewhere, the Equitrac software has provided Arachas with a transparent view of the entire organisation's print, copy and scan usage through its easy-to-understand and fully customisable reporting tool. This has led to the company identifying where cost savings can be made and where efficiency can be improved. Crucially, time spent on administration has been cut, as all print output is now provided, managed and measured from one source.

**“The Digicom solution increased efficiency for all staff, allowing easy and secure printing. The printing and scanning steps are now the same in every office, which is very useful for the staff that can work from multiple offices in one month. From an IT perspective, everything is centrally managed and Digicom ensured integration with our insurance systems. ”**

Diarmuid Quirke  
Head of IT, Arachas

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