

## Customer Case Study

**Total South Africa commits to better energy.**

**RICOH**  
imagine. change.



**TOTAL**

# Total South Africa commits to better energy with Ricoh SA.

Total South Africa, the oil, gas and chemical company, has appointed Ricoh SA to assist it in its commitment to greener, more accessible, and more responsible energy. Ricoh is transitioning Total South Africa to a completely paperless office environment and centralised records management in phases after beginning a managed print services (MPS) project for the business two years ago.



### Customer Objectives

- Greener energy
- More accessible, responsible energy
- Customer satisfaction
- Want a 4-star green building rating
- Streamlining processes into digital processes
- Extend the scope of environmental benefits.

### Ricoh's Solution

- Reduce Total South Africa's CO<sub>2</sub> emissions
- Transition Total SA to a completely paperless office environment
- Meet pressured deadlines by scanning 80 000 pages a day
- Better Energy commitment at a macro level
- Reducing paper use in the office

### About the Total group

Total is one of the largest integrated oil and gas companies in the world, with activities in more than 130 countries. The Group is also a first rank player in chemicals. Its 97,000 employees put their expertise to work in every part of the industry – exploration and production of oil and natural gas, refining and marketing, new energies, trading, and chemicals. Total is working to help satisfy the global demand for energy, both today and tomorrow.

Total South Africa is a subsidiary of Paris-based global energy group Total S.A. It's a leading energy solutions and petroleum company and is 49% locally owned. Total South Africa's core business focus encompasses the manufacturing, sales and marketing of a range of petroleum products and lubricants for the retail, commercial, agricultural and industrial markets. With a portfolio of over 530 service stations across the country as well as holdings in the NATREF refinery, Total is also a key player in the country's petrochemical market. [www.total.com](http://www.total.com)

## Planned Approach

According to the Total South Africa project team: The programme with Ricoh is part of Totals Better Energy commitment at a macro level and at the micro level an integral component of their move to Rosebank, where they have applied for a 4-star green building rating as rated by the Green Building Council SA, from their current Sandton office.

The Green Building Council SA, states: "Green building incorporates design, construction and operational practices that significantly reduce or eliminate the negative impact of development on the environment and people. Green buildings are energy efficient, resource efficient and environmentally responsible." It adds that green buildings address excess energy consumption and CO2 emissions, air, water and land pollution, waste disposal and natural resource conservation.

## Bespoke Solutions

The programme with Ricoh SA will reduce Total South Africa's CO2 emissions beyond what the MPS project achieved by reducing paper use in the office.

Phase One of the project sees Ricoh SA back scan five million paper documents that consist of financial and other business records that Total South Africa uses at its office in Sandton and stores offsite with Metrofile. Ricoh personnel aim to scan upwards of 80 000 pages per day to meet pressured deadlines. Total South Africa has moved offices during the course of this phase of the project. Personnel in Total South Africa's financial department will be the first to be trained on how to use the new digital system once they have fully settled in the newly renovated building.

Phase Two of the project will then extend beyond the financial department to the remaining departments at Total South Africa. This will also be the point at which the organisation investigates streamlining its processes into digital processes. This will impact more than 900 employees in total and dramatically extend the scope of environmental benefits. Total expects return on investment (ROI) to be achieved within 11 months.

Total South Africa will continue to store documents at Metrofile until it has incorporated digital workflows into its processes and thereafter only physical documents required by legislation and ISO certifications. That is expected to reduce the period of crucial document retention from five years to one year. Total South Africa's goal is to work smarter and improve efficiencies while still meeting regulatory demands. Sustainable environmental improvement initiatives such as this make a great deal of business sense, not just for Total South Africa, but also for its customers.

## About Ricoh

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions. In the financial year ending March 2014, Ricoh Group had worldwide sales of 2,236 billion Yen (approx. 21.7 billion USD). The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialized industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives. Under its corporate tagline, imagine. change. Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

### Service Improvements

- Reduced audit failures
- Digital archiving
- Intangibly cost effective retrieval
- Ease and flexibility of reviewing and approving documents



### Business Advantages

- Cost effective
- Sustainable environmental improvement initiatives
- Work in every part of the industry
- Expect returns on investment