



PARAGON

Customer Communications

Paragon Customer Communications, Dublin site

Critical, regulated communications

Executive summary

Name:

Paragon Customer Communications

Office Location:

Dublin

People:

100

Challenge:

Requirement for reliable, low-cost, hi-speed printing

The Offer:

Reliability, speed, low-cost printing that delivers on time

Solution:

Two RISO Valezus T2100 installed, with high-end, hi-powered AlphaStream Pro multi-flow controllers

RISO's Valezus T2100 Helps Growth-minded Paragon Customer Communications Deliver Critical Communications

The Client

Employing 100 people at its Dublin site, Paragon Customer Communications (PCC) produces secure and compliant communications such as bank statements, insurance documents and utility bills.

With tight SLAs and confidentiality critical, PCC has to deliver timely communications for its clients, which include government departments, local businesses and large, global brands with reputations to maintain.

“Like many organisations, we are assessing our business in terms of environment and sustainability. Here’s where, for us, the RISOs score highly too - the unique technology means there’s no heat in the printing process, so no harmful emissions.”

Enda Casey,
MD Paragon Customer Communications Dublin

The Challenge

PCC recently relocated its Irish facility, moving into a new site at CityWest Dublin. Operating 24 hours a day, six days a week, PCC has recently invested in new equipment and is well positioned for growing its market share in Ireland.

Its existing RISO printers, although reliable, were coming to the end of their working life and so PCC needed a replacement that could maintain productivity and speed, and keep costs down.

The Solution

Already familiar with RISO and its capabilities, PCC looked into the potential of the new twin-engined RISO Valezus T2100 devices. Confident they could perform at the high levels needed, PCC invested in two and immediately put them to work, alongside each other in order to maximise productivity.

Printing approximately 2.5m images a month on the equipment, which is around 110,000 images a day, is some volume but as they are easy to use, one operative can run both devices. Production capability is therefore enhanced and the process of moving to fulfilment or machine enclosing is even quicker than ever before.

Enda Casey, Managing Director at Paragon Customer Communications Ireland, says: “We are under tight service level agreements and a lot of confidentiality is involved. We also deal with a lot of big brands and organisations with a reputation at risk if we don’t deliver.”

“The majority of customers have next-day requirements so this investment gives us resilience.”

The Solution

For PCC it’s a perfect fit, says Enda: “RISOs provide quality that is perfectly-sufficient for business-type communications, and we get the productivity and the running costs benefits around that too.

What’s more, with hi-powered AlphaStream pro multi-flow controllers specially developed for the ComColor GD and Valezus series easily able to handle IPDS, PDF, PS and AFP, workflow is seamless - particularly useful as PCC has two streams of data that are pushed through devices.”

Enda adds: “When you look at productivity, total cost of ownership, and business colour, the RISO fits very well.”

“The RISO Valezus T2100, helps us to deliver business communications whilst at the same time keeping costs down.

The small footprint of the device is remarkable, given the speed and productivity.

We truly value the fact that the RISOs are reliable, with “good uptime”. We know they’re reliable and when you have very tight SLAs, this is critical.”

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The Solution

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He also adds that: “the small footprint of the device is remarkable, given the speed and productivity.”

He says: “Like many organisations, we are assessing our business in terms of environment and sustainability. Here’s where, for us, the RISOs score highly too - the unique technology means there’s no heat in the printing process, so no harmful emissions.”

RISO inks, made from rice bran oil, are sustainable too, and there is little to no wastage of paper because the devices are so reliable.

As Enda says: “In every procurement process, an organisation’s eco-credentials will feature, it’s something we are very focussed on.”

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