

Case Study

Powering ITW's Growth: National Printer Upgrade with Ricoh



Executive summary

Founded in 1912, ITW Group is a global, multi-industry manufacturing organisation serving customers across a wide range of sectors, including construction products, automotive, and food equipment.

Headquartered in the United States, ITW employs more than 44,000 people worldwide and maintains an extensive international footprint, including operations across Australia and New Zealand. One of ITW's largest customers is an Australian hardware store, where reliability, efficiency, and speed of service in the daily print environment are essential to maintaining uninterrupted retail and supply chain operations, as delays can quickly cascade across stores and distribution networks.



Quick facts

- **Sector:** Manufacturing
- **Established:** 1912
- **Headquarters:** United States
- **Employees:** 44,000
- **Website:** itw.com

An overview

In 2024, ITW Group reported global revenue of \$22.9 billion (AUD), supported by a diverse portfolio of operating divisions and a broad international customer base. Behind the scenes, efficient document production plays a vital role in keeping operations moving, from administrative paperwork to invoices and shipping documentation across offices and warehouses.

As business demands increased, ITW identified the need to modernise its printer fleet to ensure performance, reliability and scalability across Australia and New Zealand.

Key highlights

- ITW Group needed to refresh an ageing printer fleet to support growing operations.
- Multiple providers were evaluated before selecting Ricoh as a strategic print partner.
- The rollout included 63 devices across 17 locations and was completed in just six weeks.

Products and Solutions

The refreshed fleet includes a tailored mix of Ricoh devices to meet diverse workload requirements:

- 14 × Ricoh IM 460F desktop A4 mono multifunction printers
- 25 × Ricoh IM C3010 / IM C4510 A3 colour multifunction printers
- 18 × Ricoh P 502 mono A4 printers
- 6 × Ricoh IM C320F A4 colour multifunction printers



The challenge

Supporting increasing business demands

To deliver fast, reliable service to customers, ITW operates a network of offices and warehouses designed to fulfil orders as efficiently as possible. However, the company had been relying on an ageing printer fleet that had been in place for several years.

Performance issues and reliability concerns were beginning to affect day-to-day operations, creating inefficiencies and placing unnecessary pressure on staff.

"We were not getting the performance and reliability that we needed," said Daniel Morland, IT Operations Manager at ITW Group. "This was having an increasing impact on our operational efficiency and our ability to effectively serve our clients."



The solution

A tailored Ricoh printer fleet, delivered with speed and care

After reviewing several vendors, ITW selected Ricoh based on its consultative approach, attention to detail and genuine focus on building a long-term partnership. During the proposal stage, Ricoh worked closely with ITW's technical teams to understand site-specific requirements and operational workflows.

As part of the evaluation process, Ricoh provided loan devices, allowing ITW to test performance in real-world conditions and gain confidence in the proposed solution. This collaborative approach helped establish trust early and ensured the final design was closely aligned with business needs.

Ricoh recommended an updated fleet, carefully selected to balance performance, cost efficiency and usability across 17 locations. The entire deployment was completed within six weeks, with minimal disruption to operations.



The outcome

A modern, reliable print environment that drives productivity

Following the rollout, ITW quickly began to see tangible benefits. Printer-related disruptions were significantly reduced, enabling staff to process customer orders, invoices and shipping documentation without interruption. According to Morland, the business has seen a 40% reduction in IT tickets relating to printers since implementation.

A key process change has also helped relieve pressure on internal IT resources. Staff can now contact Ricoh support directly for printer-related issues, dramatically reducing in-house bottlenecks and allowing the IT team to focus on higher-value activities.

"The deployment has helped to increase productivity and reduce costs," said Morland. "This is particularly the case in our warehouses where invoices and shipping notes need to be produced constantly."

By matching printer models to specific workloads, ITW was able to optimise usage and reduce ongoing operating costs. Ricoh ensured a consistent supply of consumables and provided responsive support, resolving issues quickly whenever they arose.

"Being able to match the printer models with specific workloads has helped to reduce our running costs. We really appreciated the time Ricoh took to examine our requirements and put together the most appropriate fleet of devices."

– **Daniel Morland**, IT Operations Manager, ITW Group

The rollout also enabled greater standardisation across warehouse and shop floor environments. High-volume logistics areas were equipped with black-and-white devices to maximise efficiency, while colour multifunction devices were deployed on shop floors where greater versatility was required.

Reducing IT complexity while improving performance

From an IT perspective, the new environment has simplified support and improved resilience. The implementation of universal print drivers has reduced administrative overhead by approximately 50%, enabling the IT team to redirect critical printers to alternative devices quickly without reinstalling or managing multiple drivers. This capability also provides added assurance when repaired devices are returned to service.

"The universal print driver has significantly improved our operational efficiency and has reduced administrative overhead by approximately 50%. They also safeguard us when repaired printers are returned," Morland noted.

Improved output quality, fewer workflow disruptions and positive feedback from staff have further reinforced the value of the solution. Internal staff surveys highlighted noticeable improvements in print speed compared to previous equipment, providing additional validation of the investment and its impact on day-to-day operations.



Future plans

With a modern, scalable printer fleet now in place, ITW Group is well positioned to support future growth, backed by a trusted partnership with Ricoh. Looking ahead, ITW is exploring the transition to a cloud-based print management solution, further strengthening flexibility, control and long-term efficiency.

“The entire deployment was swift, and all printers were up and running within just weeks,” said Morland. “We’re confident that we have found a print vendor that we can work with both now and in the future.”

— **Daniel Morland**, IT Operations Manager, ITW Group



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Ricoh Australia Pty Ltd, Level 1, 2 Richardson Place, North Ryde, NSW 2113, 13 RICOH (13 74 264)

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