

CASE STUDY:

Helping a prestigious school to equip students with the skills they need to succeed



The British International School of Stockholm replaced complex, multi-vendor procurement with a one-stop online shop thanks to the Ricoh eShop, helping to simplify and accelerate ordering, reduce admin, and support long-term growth.

COMPANY & CHALLENGE

Founded in 1980, the British International School of Stockholm (BISS) provides high-quality education in English, based on the UK national curriculum. More than 600 students attend BISS, from age of three to 18, and from 50 different nationalities. Based at two sites in the suburbs of Stockholm, BISS is an accredited member of the Council of British International Schools and the Council of International Schools.

The British International School of Stockholm (BISS) aims to provide an outstanding education, enabling students to realise their potential, and to flourish in their adult lives. But relying on a variety of different suppliers meant purchasing IT equipment such as Google Chromebooks was a complex, slow process, adding unwanted administration workload. How could BISS simplify and accelerate its procurement processes to release more time to help students to succeed?

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OBJECTIVES

Well-established as the English-language school of choice for many local and international citizens in Stockholm, BISS focuses on nurturing a dynamic learning environment, supported by innovative digital technologies.

BISS faces unique challenges that make future planning difficult. Establishing the precise number of new students for the coming year is often tricky, as parents recently arrived in Sweden often enrol their children at short notice. Developing a fast, flexible process for purchasing additional IT equipment and devices to support every new intake of students therefore forms a key objective for the school.

BISS relied on a wide range of IT suppliers. Searching through several lengthy catalogues to compare product specifications and pricing was a hugely time-consuming exercise, while managing multiple vendor ordering processes created large amounts of administration, especially for small orders.

With the arrival of a new Director of IT, BISS looked to build a new procurement strategy, designed to consolidate its supplier list and streamline the school's ordering processes. Could BISS find a single vendor with the capacity to supply all of the equipment—from Chromebooks to IT infrastructure and print consumables—rapidly, easily, and cost-effectively?



SOLUTION

With its objectives mapped out, BISS approached trusted partner Ricoh to turn vision into reality. Ricoh proposed replacing the older, multi-vendor purchasing model with [the Ricoh eShop](#), an easy-to-use digital portal that provides the school with a single platform for procurement. Within the online system, BISS would enjoy access to a comprehensive product catalogue including Ricoh and third-party solutions, be able to place and track orders 24/7, gain full access to its order history in one place, and monitor and analyse spending patterns.

As soon as BISS committed to this approach, the Ricoh Sweden e-Commerce team set up login credentials, added delivery and billing details, and customised the Ricoh eShop specifically for BISS. First, the team translated all banners, catalogue terms, and product specifications from Swedish to English to assist users. Then, Ricoh developed a bespoke interface, with three tiles placed on the portal homepage to provide quick, easy access to frequently bought products—Chromebooks, print components, and IT and network accessories. Within the portal, the school also enjoys a unique, pre-agreed pricing structure.



We really appreciate the hard work of the Ricoh e-Commerce team to provide us with our own unique version of the Ricoh eShop. We looked at other online procurement solutions available in Sweden, but none offer the same level of customisation. Having our own set price agreements is especially useful, helping us to operate cost-efficiently and achieve our budget objectives.”

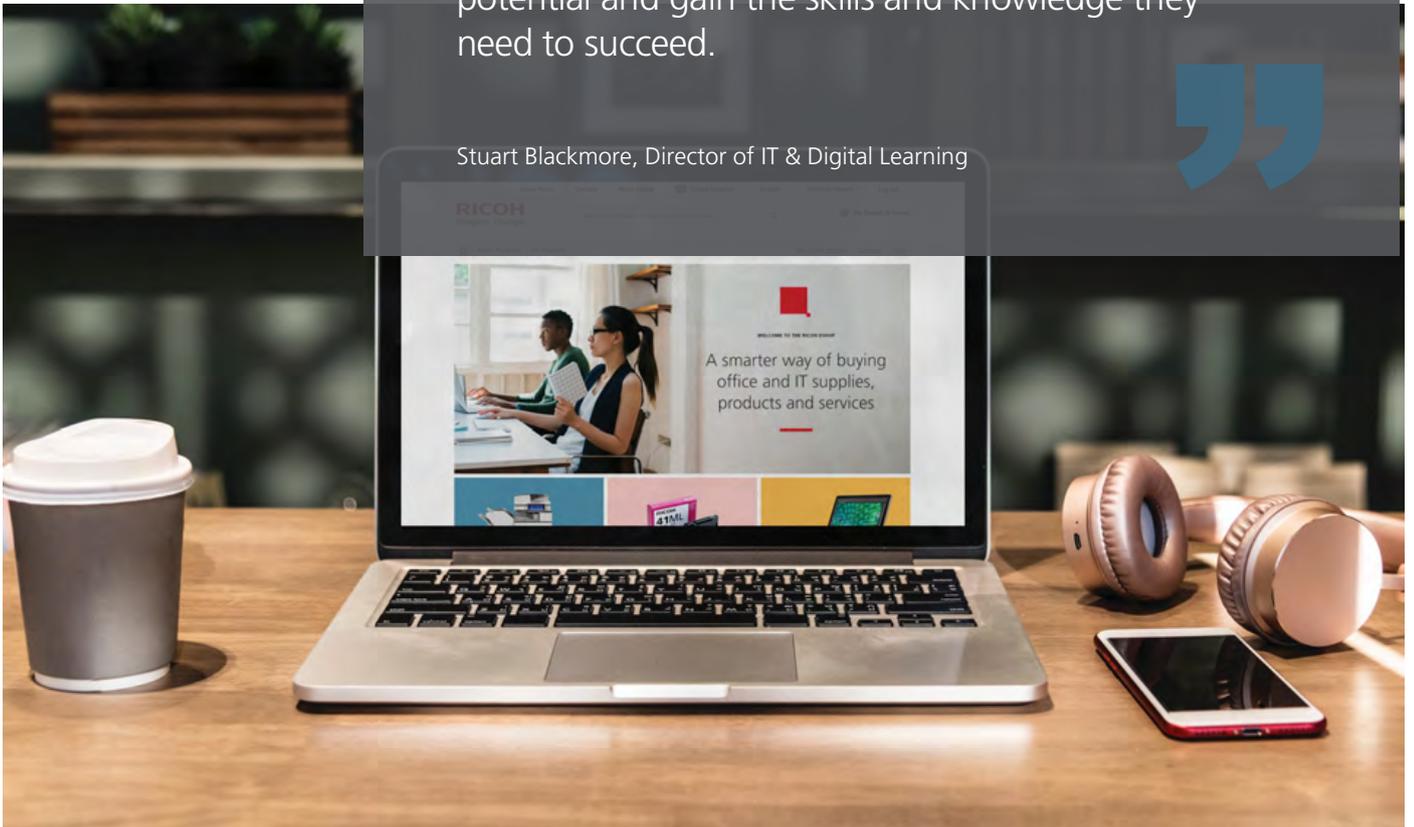
Stuart Blackmore,
Director of IT & Digital Learning





Ricoh has always been a valuable partner for us, with excellent communications and expertise in many fields. Now, the Ricoh eShop will be a real game-changer, enabling a total shift in our mindset for procurement. With the Ricoh platform, we can quickly and easily acquire the digital resources and IT solutions that help our students to realise their potential and gain the skills and knowledge they need to succeed.

Stuart Blackmore, Director of IT & Digital Learning



BENEFITS

Moving to the Ricoh eShop enables BISS to achieve its goal of building streamlined and efficient procurement processes. Rather than the complexity of working with multiple vendors, the school can now focus on one key relationship with Ricoh, and use the online portal as a one-stop-shop to source all essential IT devices and print supplies, dramatically reducing the administration burden.

Using the Ricoh eShop will also significantly accelerate the ordering and checkout processes for BISS.

While staff previously trawled through different supplier catalogues to find the best prices for items, users now simply log on to the digital portal, explore saved products and recommendations from the Ricoh Sweden e-Commerce team, check stock availability, and make purchases with just a few clicks.

Looking further ahead, BISS now has a fast, agile procurement model that will support long-term growth. As student numbers increase, facilities expand, and course materials change, the school can place large and small-scale orders any time through the Ricoh eShop—ensuring equipment is ready and waiting for students at the start of new semesters to support their ongoing academic development.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of digital services and information management, and print and imaging solutions designed to support digital transformation and optimize business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com