



CASE STUDY:

Khalda Petroleum Company fuels greater print efficiency with Ricoh



Using Ricoh solutions, Khalda Petroleum Company consolidated its print fleet by 65 percent, simplified management, tightened document security, and reduced costs by 80 percent.

COMPANY & CHALLENGE

Headquartered in Cairo, Khalda Petroleum Company is a joint venture between the Egyptian General Petroleum Company and Apache Corporation, a global leader in hydrocarbons exploration based in the United States. Established in 1985, Khalda is engaged in the drilling, production, processing, and shipment of oil and gas resources, and is the second-largest producer of liquid hydrocarbons and natural gas operating in Egypt.

Khalda Petroleum Company extracts more than 49 million barrels of crude oil from sites in the vast Western Desert of Egypt every year. For exploration, operations, and business teams, printing and scanning critical documents plays a central role in everyday work—but the company lacked control over devices and usage, and costs were rising. How could Khalda improve print efficiency, strengthen governance, and reduce its spend?



OBJECTIVES

At 11 locations in Egypt, teams in Khalda's finance, contracts, materials, and exploration departments regularly complete high-volume printing and scanning tasks to prepare reports and process documents. Previously, employees relied on more than 500 devices from multiple vendors, including networked multifunction devices (MFDs) and single-function printers connected to individual workstations.

Managing this mix of suppliers and hardware models proved complex. Tracking and controlling business-wide print volumes and spend was almost impossible, causing inefficiencies to emerge. For example, employees sometimes printed multiple copies of lengthy documents, with only minor changes to each version. Inevitably, these usage patterns quickly depleted toner and paper supplies, and increased costs.

Khalda was also concerned about information security with the existing print solutions. Lacking secure document release capabilities meant that sending print jobs to the shared MFDs could expose confidential information to unauthorised personnel, who could mistakenly collect the papers. To reduce this risk, many employees relied heavily on personal standalone printers, pushing power consumption and costs higher.



To improve operational efficiency and service delivery to our many users, we planned a rethink of our print strategy. Along with enhancing document security, we wanted greater visibility over print output at each location. And by strengthening our governance processes and simplifying fleet management, we targeted significant cost savings.

Haitham Shaheen, Technical Support Division Manager at Khalda Petroleum Company



“Silicon21 and Ricoh completed a very smooth, prompt, and efficient implementation. Even when we requested small changes that were outside the original scope of work, they delivered responsive support to keep the project moving forwards.”



SOLUTIONS

After consulting several vendors, Khalda selected Silicon21, a Ricoh business partner, to improve its print environment. Silicon21 performed a detailed analysis of the current print fleet, collecting data on device numbers, performance, and configurations. Based on these insights, Silicon21 proposed to replace the multi-vendor fleet with more powerful, cost-efficient Ricoh MFDs, supported by intelligent fleet management software.

Haitham Shaheen explains: “Of the vendors we approached, Silicon21 were the easiest to do business with. Their in-depth audit of our print fleet and proposed solution was also impressive, helping us to see ways to consolidate and optimise our print environment. We knew that Ricoh delivers exceptionally durable, reliable, and powerful print devices, so we felt confident moving forward with the new approach.”

After a successful proof-of-concept to test and verify features and functionality, Khalda worked with Silicon21 to implement the Ricoh equipment and install the software. Rather than the previous mix of vendors and device types, the company’s print fleet now consists of four standard Ricoh

MFD models deployed across all locations: two models provide mono printing capabilities, and two allow users to print colour copies.

“Previously, the various models in our fleet had widely different running costs,” adds Haitham Shaheen. “With the Ricoh solutions, we enjoy predictable pricing, as the standard models mean we have one fixed cost-per-page for mono printing, and one for colour printing. On top of this, we have moved from inkjet to laser printing with the Ricoh equipment, which is much more economical for high-volume print runs.”

Khalda uses the Ricoh Active Management platform to monitor fleet performance, usage, and costs, and harnesses third-party print and scanning workflow solutions. The software delivers secure pull print printing functionality that requires users to provide authentication before collecting documents, and enables administrators to track usage patterns, identify waste, and encourage smarter printing practices.

Haitham Shaheen continues: “Silicon21 and Ricoh completed a very smooth, prompt, and efficient implementation. Even when we requested small changes that were outside the original scope of work, they delivered responsive support to keep the project moving forwards.”



Our partnership with Silicon21 and Ricoh has been a massive success, and we are proud that we now have a streamlined, cost-efficient print fleet that better serves the needs of our employees.

*Haitham Shaheen, Technical Support Division Manager
at Khalda Petroleum Company*



BENEFITS

Working with Silicon21 and Ricoh, Khalda has successfully rationalised and consolidated its print fleet. The company now uses just 180 Ricoh MFDs rather than the old fleet of more than 500 machines—a 65 percent reduction that helps to cut energy consumption and space requirements.

With the Ricoh solutions, Khalda now has full control and visibility over the entire print fleet, simplifying management and enabling in-depth reporting on output and costs for each location. Stronger governance and monitoring of devices and output has inspired more responsible and efficient user behaviour across the company, helping to eliminate excessive printing and cutting spending on paper and toner supplies.

Haitham Shaheen continues: “User feedback for the Ricoh devices has been positive. In particular, employees who regularly attend meetings at different Khalda locations or in other areas of their main building appreciate the flexibility of the pull print printing capabilities. They can send documents to print while working in their main office, then collect them wherever their next meeting is held.”

The engagement with Silicon21 and Ricoh has enabled Khalda to tighten document security, ensuring that confidential information stays private and protected at all times. With the solutions in place, users are much more confident when sending sensitive items to shared Ricoh MFDs, safe in the knowledge that only they possess the necessary authority to release the documents for printing.

The combination of fleet consolidation, modern laser printing, and more-efficient printing practices has generated massive cost-savings for Khalda, as Haitham Shaheen explains: “Since deploying the Ricoh solutions, we have reduced our printing costs by 80 percent. Although we believed that the project would deliver strong savings, we have achieved a fantastic result far beyond our expectations.”

Haitham Shaheen concludes: “Our partnership with Silicon21 and Ricoh has been a massive success, and we are proud that we now have a streamlined, cost-efficient print fleet that better serves the needs of our employees. Looking ahead, we are already collaborating with Silicon21 on new projects, exploring further ways to optimise our print operations, including taking steps to maintain device availability 24/7/365.”

ABOUT RICOH

Ricoh offers innovative services and solutions for the digital workplace, enabling people and companies to use smart working more widely. For 85 years, Ricoh has helped to transform workplaces with document management solutions, IT services, communication services, commercial and industrial printing, digital cameras and industrial products.

Headquartered in Tokyo, Ricoh operates in more than 200 countries. In the financial year ending March 2020, the company had global sales of \$19.06 billion.

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