

Printer Solutions Manufacturer RISO Moves from Siloed Data to Total IoT Transformation



RISO is a global leader in digital duplicating technology along with digital laser and inkjet printing solutions for businesses. For over thirty years they have continued to develop unmatched solutions and their product line has expanded to meet the needs of customers in over 150 countries. One of their most ubiquitous products is a printer which can be found in hundreds of offices around the world. These machines capture a great deal of important data while operating, keeping track of how frequently the machine is used, length of projects, ink levels and so on. From a big picture perspective, RISO can use this data to make informed assumptions about their customers as well as overall trends in their industry – if only they had a way to create comprehensive datasets in real time.

Moving Data Management to the Internet

With the help of Apps Associates, the RISO's U.S. division was able to work in tandem with its team in Japan to institute an Oracle Analytics system. In the U.S., a team worked to create data structures and end user visuals with Oracle. In Japan, their team worked to open their data access and enable it to flow into the Oracle Analytics system. Apps assisted with both arms of the operation, while at the same time their own IT and Development team worked on the data pipeline design, the development of a data warehouse and the visual design of the reports. They also ensured that there would be strong security measures in place, which included internal login credentials for all users and an encryption system for files.

The next step was to convert the printers themselves into machines that can communicate over the internet, which RISO' IT team was able to do. As Internet of Things (IoT) devices, they no longer require a technician to physically go into each machine and download the information. Data can now flow directly into the Oracle system, giving teams visibility into statistics which is then transferred into a report that is automatically generated. This real time data not only helps dealers manage machines and anticipate user challenges but also allows for RISO to better manage the machines at the dealer level. They are now able to have an overview of industry trends, dealer statistics and customer needs to better inform planning and business decisions in the future.

“Apps came in with much-needed expertise to help us devise a strategy and pinpoint the applications we needed to be successful,” said Chris Gattoni, Manager of Information Technology at RISO. “They recognized that we needed a customized solution for the specific challenge we came to them

with, and they also introduced new tools that would help us meet our larger business goals and transition more of our operations to the cloud. They’re more than just a valued partner – we consider them to be an extension of our IT team.”

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Manager of Information Technology

They also worked closely with RISO on every stage of the implementation, from start to finish. Even after the successful implementation of this solution Apps continues to work with the client to provide continuous support and maintenance on their Oracle platforms, which today includes both Enterprise Resource

Planning and Analytics. All of their on-premises Oracle applications have been moved to Public AWS as well – a complete cloud transformation.

Now more than ever, IoT devices are the expectation, and clients want to work with companies that can proactively meet these requirements. By investing in cloud transformation and IoT-connected devices, companies can better manage their data growth, keep pace with industry shifts and anticipate the needs of clients and partners alike.

Key Benefits & Results

Apps was essential as a strategic partner throughout this 3–4-month process. First, they helped cut down on operational costs by determining what products would best suit the needs of the project.

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About Apps Associates



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