

Case Study

Railtrain Streamlines Inter-office Communication with Ricoh



Executive Summary

Railtrain is a specialist provider of rail construction, maintenance, and training services to operators across Australia since 2003. As a result of their business expansion, the company needed to upgrade from their legacy voice-only communications platform to an integrated communications platform that could help their employees communicate and collaborate more effectively across teams, workspaces, and locations. This case study reveals how Ricoh helped Railtrain achieve their goals.

Key highlights

- Quick deployment of new communications platform (within three weeks)
- A collaboration platform with intuitive user interfaces requiring minimal training
- Significant improvement in collaboration and communication across the company
- Increased productivity through seamless integration between Ricoh Interactive Collaboration Boards and the Unified Communications Solution
- 30% savings on travel budget and conference call costs



An Overview

Railtrain Holdings Group

Railtrain Holdings Group was formed in 2003 to provide rail safety compliance, recruitment, training, and skills development to the Australian rail industry. The company has more than 300 employees and operates facilities in every mainland state and territory.

Railtrain specialises in providing railway services to all major Australian rail networks and has a client base that includes BHP, Rio Tinto, Pacific National, and Aurizon. Aside from the main offices in Perth and Newcastle, the company has branch offices in Brisbane, Mackay, and Townsville.

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QUICK FACTS

Railtrain Holdings Group

- Industry: **Rail Workforce Development and Infrastructure Services**
- Established: **2003**
- Headquarters: **Perth, Australia**
- Employee size: **>300 pax**
- Website: **<http://www.railtrain.com.au/>**



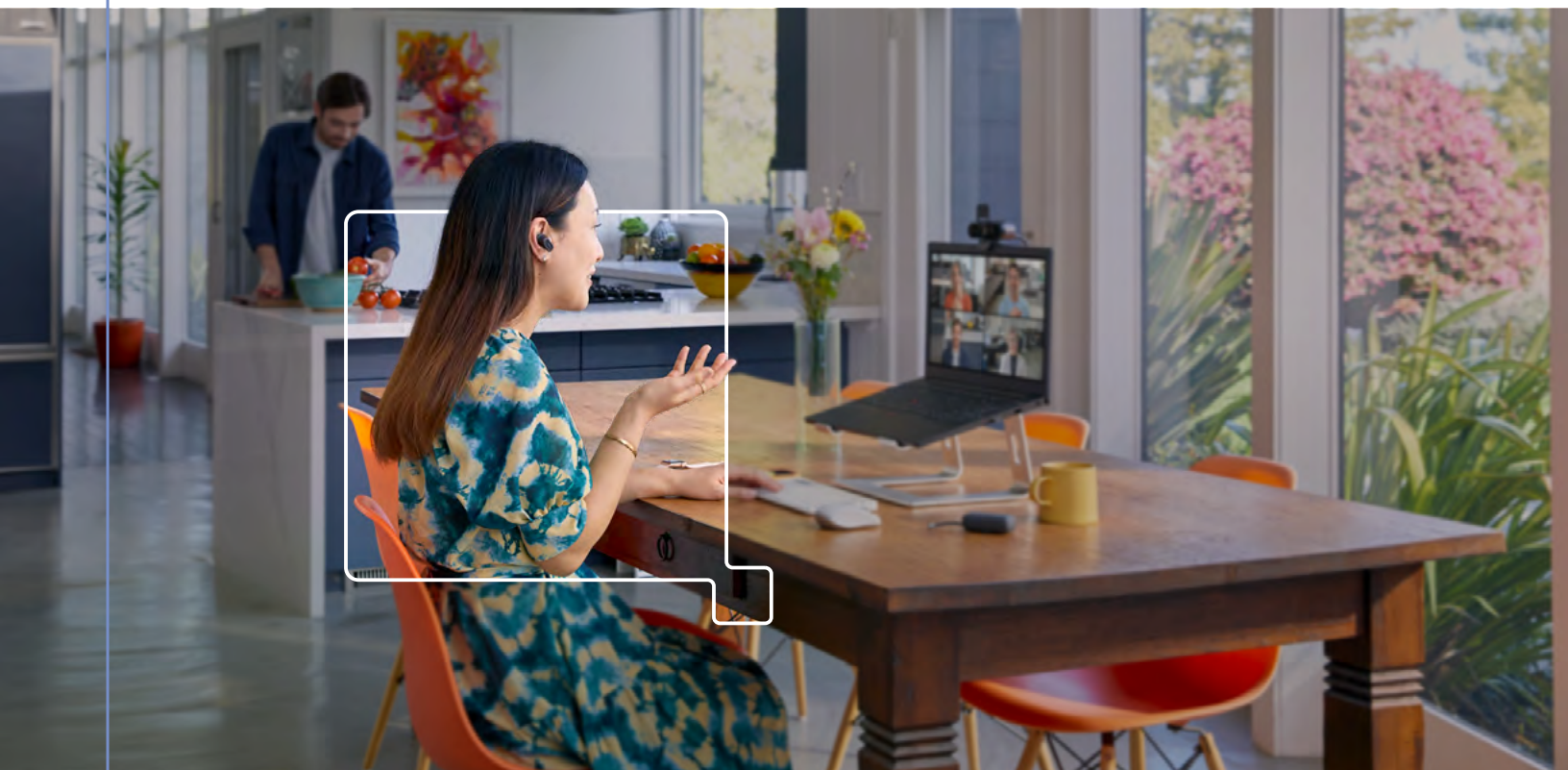
The Challenge

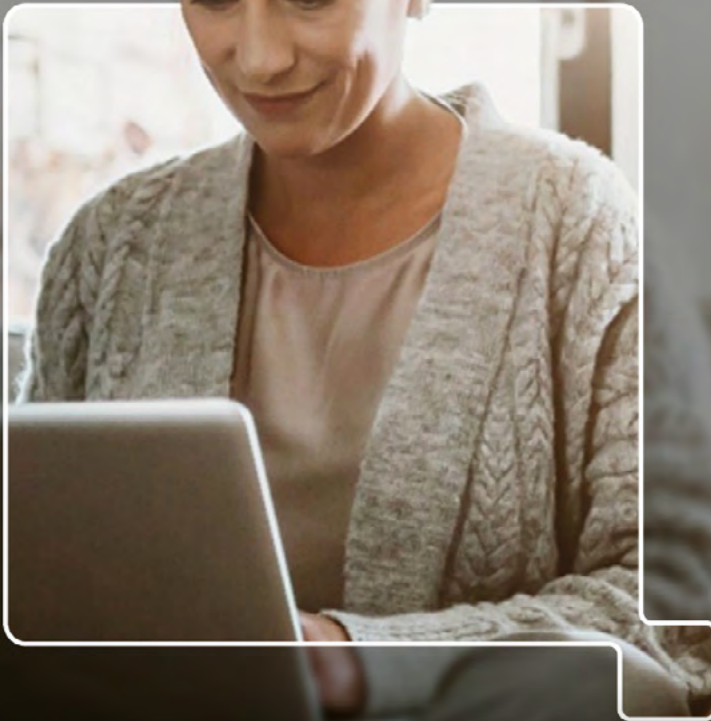
Rising costs and limitations of a dated communications system

With employees located around the country, having an effective means of communicating between the offices is vital. Monthly board meetings, weekly update sessions, and day-to-day business conversations are just some of the examples where a reliable and effective communications platform was required.

As the company's operations expanded, employees relied heavily on the audio conference calling system provided by Telstra. Each time a meeting was set, workers needed to dial into a bridge from their location to join in the discussion. While this system had served the company well in the past, it soon became clear that a modern alternative was needed.

Another issue was the rising travel costs as managers needed to travel regularly to and from Perth for meetings—this was both expensive and time-consuming. With increasing conference call costs, travel costs, and the limitations of a voice-only communications platform, Railtrain decided to look for new solutions that could help them maintain vital communication and support their expanding operations across the country.





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We wanted something that could support our existing operations, as well as grow with us in the future.

Amanda-Lee McCarthy,
Business Improvement Manager, Railtrain

The Solution

Ricoh Meeting Solutions

Railtrain chose Ricoh solutions. They deployed an 86-inch Interactive Collaboration Board in their Perth headquarters and a 65-inch Interactive Collaboration Board in Newcastle, both seamlessly integrated with the cloud-based video conferencing platform.

The deployment process was completed within three weeks, enabling employees to quickly adapt and utilise the new way of collaborating with colleagues across offices.

“Having tight integration between the Interactive Collaboration Boards and the Unified Communications Solution ensured employees could readily use the tools as part of their day-to-day activity. Very little training was required as the interfaces are very intuitive,” says McCarthy.



The Outcome

Significant impact across key priorities

Railtrain experienced significant benefits and quickly realised the positive impact and outcome of deploying Ricoh's solutions.



Improved quality of communication

Audio conference calls were replaced with video interactions, greatly improving the quality of team meetings. The Interactive Collaboration Boards and the video conferencing platform also assisted during a recent ISO9001 and AS4801 external audit review. Rather than needing to travel to Perth, senior managers could answer questions and review materials with the auditor via a video conference.

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It has really given us significant flexibility and greatly improved the quality of communication across the company.

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Greater flexibility led to enhanced efficiency

Employees were more motivated to initiate video calls with each other rather than relying on lengthy email exchanges, saving time and creating better results. “So much of human communication happens non-verbally, and so it makes a big difference when you can see the person with whom you are talking,” says McCarthy. “Meeting participants truly feel as though they are sitting in the same room as their colleagues.”



Increased productivity

The Interactive Collaboration Boards in Perth and Newcastle enabled employees in both locations to share everything from meeting agendas and notes to documents and diagrams. Materials displayed on the screens can be annotated by employees with the results automatically captured and digitally stored for later review—resulting in more productive meetings and improved collaboration.

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We are able to have productive meetings between the two locations that simply wouldn't be possible without the new tools.

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Reduced costs

Railtrain reduced its travel budget by 30%, equating to a substantial annual cost saving.



Future Plans

As the deployed Unified Communications Solution is a cloud-based platform, employees can join in meetings from any location, requiring nothing more than a smartphone or tablet device to get connected. The system provides interoperability using a virtual meeting room, which enables employees to hold video conferences where participants can see and hear each other, as well as share presentations.

Railtrain plans to expand the use of this feature and allow larger numbers of employees to join virtual meetings. Eventually, all employees across the company will be able to virtually attend company meetings to hear first-hand about news and announcements.

“Often companies install video conferencing systems and then don’t use them, but we are certainly taking the opposite approach,” says McCarthy. “The Interactive Collaboration Boards and video conferencing capabilities we now have in place have given us a platform that will effectively support our ongoing growth.”

McCarthy says Railtrain maintains a close working relationship with Ricoh to ensure the new equipment continues to provide the level of performance required.





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Ricoh has become a valuable technology partner for us. They understand our business and what we are trying to achieve through improved collaboration and communication.

Amanda-Lee McCarthy,
Business Improvement Manager, Railtrain

Ready to Explore How Ricoh's Hybrid Workplace Solutions Can Help Your Transition?

Talk to our expert. Learn how we can help you create better work experiences with seamless connectivity and collaboration across teams, workspaces, and locations.



Let's connect!

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