

Xerox® Rialto® 900 Inkjet Press wins on quality and productivity.

State workers' comp insurance provider navigates cost, quality and time-sensitive concerns—and draws a direct line to its Xerox® Rialto 900 Inkjet Press for transformational results.



As Colorado's state-sponsored workers' compensation insurance provider, Pinnacol Assurance faces a gauntlet of compliance, cost and time-critical factors affecting their print operations.

Craig Coley, Pinnacol's corporate services director, had been searching for an inkjet press to satisfy his organization's demanding in-plant needs for several years. He finally found a solution with the Xerox® Rialto 900 Inkjet Press.

Pinnacol Assurance prides itself on its responsive, accessible online presence, supporting its mandate to provide affordable, effective workers' comp to Colorado residents. That online strength doesn't mean printing doesn't have a place in their organization. In fact, between policy paperwork, claims processing, notifications and medical records, Pinnacol bridges the physical and digital worlds by printing six million pages per year.

Saddled with aging equipment, Coley had been searching for an inkjet solution for nearly four years—hoping to benefit from greater reliability and lower operating cost—and trying to balance upfront costs, ongoing cost of ownership along with quality, space and productivity concerns.

THE CHALLENGE

Government and insurance industry regulations place strict controls on when certain documents are printed and mailed—and that means an unforgiving and unintermittible schedule free from breakdowns, backlogs and batch failures. Most materials mail the same day they are printed, while others must be printed, approved and paired with supporting documents before being assembled and mailed. It's a demanding, time consuming—and unstoppable—process.

In addition to the complex workflows, Pinnacol faced challenges in terms of IT resources and available space. The chosen press would have to install in a cramped space alongside a full-scale ongoing operation.



Xerox® Rialto® 900 Inkjet Press



SET THE PAGE FREE



THE SOLUTION

The small footprint, productivity, ease of use and exclusive technologies and features of the Xerox® Rialto® were enough to pique Coley's interest. Crunching the numbers ultimately cemented the sale. When compared to every available option—including outsourcing—Rialto was the clear choice.

In fact, by Coley's calculations, he would need to install four of the competition's presses to accomplish the same amount of work in the allotted time as he would with Rialto. And in only a quarter of the space.

In the process of transforming from older toner-based technology to digital inkjet, Pinnacol would need to consider and plan for making the change from cut-sheet to roll-fed, consider paper weights, floor space, staffing and—most important—deliverables.

THE RESULTS

It took about a month for delivery and installation, during which time production continued freely—albeit on an extended schedule—with one of the older toner-based machines running each day's work.

Once the Rialto was up and dialed in, user training quickly became production. Despite the advanced technologies, Coley and his team found Rialto easy to operate.

"It was seamless," Coley said. "It was a heck of a lot smoother to get up and running than you would expect."

Coley expected to save time and lower costs with Rialto's increased productivity and lower paper costs, but he continues to be surprised. For example, they are able to continue printing on 20 lb. stock—and have even been able to achieve a full-bleed effect on 8.5-inch rolls with Rialto's exclusive Near Edge Printing technology. And Rialto's ability to match their signature spot color contributes to savings on ink costs.

"A lot of people who are new to inkjet worry about the ink drying out. Rialto's automated head cleaning processes keep everything flowing smoothly, with no misfires or blocked heads.

The technology is unbelievable."

Find out more about the Xerox® Rialto® 900 Inkjet Press at www.xerox.com/rialto.

