

Case Study

Xclusive Printing Solutions Expands Output Flexibility with Ricoh



Executive summary

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Founded in 2016, Xclusive Printing Solutions (XPS) supports a broad network of print resellers across Australia, particularly those that sell printed materials but lack in-house production capabilities. Offering offset printing, digital printing, and signage, XPS is committed to delivering high quality output with fast turnaround times.

By mid-2024, their RICOH Pro C7200S was nearing end of life. The team needed a new solution that could keep pace with increasing demand while meeting their high standards for colour accuracy and image quality, ideally matching the output of an offset press.

After evaluating their options, XPS invested in the RICOH Pro C9500 colour press. The upgrade delivered significantly improved digital print quality, greater flexibility for short and long print runs, and consistent, reliable performance to support their growing workload.



Quick facts

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| • Sector: | Printing |
| • Established: | 2016 |
| • Headquarters: | Sydney |
| • Employee size: | 12 |
| • Website: | xpsgroup.com.au |

An Overview

With over five decades of combined industry experience, the team at Xclusive Printing Solutions (XPS) delivers high-quality print and signage services from their Sydney-based facility to customers across Australia. From single-sheet flyers and folded brochures to booklets, large-format signage, and more, XPS is committed to delivering high quality output with fast turnaround times.

Key highlights

- **Reliability meets quality:** Impressed by the outstanding performance of the RICOH Pro C7200S, the XPS team chose to upgrade to the RICOH Pro C9500 colour press, unlocking even greater capabilities and efficiency.
- **Consistent high-quality results:** XPS can now deliver digital outputs that match the quality of their offset press
- **Job flexibility:** With the RICOH Pro C9500 colour press, the business easily migrates jobs from offset to digital production
- **Minimized downtime:** Seamless operations with self-service parts, keeping the machines running smoothly, and reducing the need for extensive after-sales support.

Products & Solutions

- RICOH Pro C9500 colour press



The challenge

Matching the output quality of an offset printer

Meeting last-minute demands was becoming increasingly difficult with their existing setup, and expectations for quality were only rising. With Xclusive Printing Solutions looking to replace their existing RICOH Pro C7200S as it neared the end of its life, the team were looking for a reliable alternative that would meet their output needs and stringent high quality control standards.

“Previously it was not possible to take a print job from the offset and run it on a digital machine,” said John Meoushy, Director, Xclusive Printing Solutions. “The noticeable drop in quality was simply not acceptable.”



The solution

Significantly improved digital output quality

With the RICOH Pro C9500 colour press fully operational, XPS was quickly enjoying some significant benefits. Traditionally, the quality of output from offset printers has tended to be higher than that of digital machines. However, during the assessment process, the XPS team recognised the output being delivered by the new RICOH Pro 9500 colour press was indistinguishable from that of the offset printer. Print jobs that previously would have required the offset press could now be quickly and efficiently completed using the new digital printer.

“Our clients were very impressed with the quality of the outputs we were able to deliver. Often the jobs were indistinguishable from offset outputs.”

Xclusive Printing Solutions Director, **John Meoushy**



The outcome

More flexibility in print runs

The Xclusive Printing Solutions team found that there was now much more flexibility when it came to scheduling and completing print runs. Rather than having to rely totally on the offset printer to ensure top quality results, jobs could now be shifted as needed to the digital machine.

"We are now able to turn small jobs around much more quickly which is proving to be an additional business benefit," Meoushy said.

Consistent performance and reliability

Meoushy said the XPS team has been very impressed with the reliability and performance of the RICOH Pro C9500 colour press. It consistently delivers very high-quality outputs with little to no downtime.

"Because the press is so reliable, we've had very little need for service calls," Meoushy said. "The machine is designed in a way that allows us to handle small replacements ourselves, while knowing Ricoh support is always just a call away if required."



Future plans

Meoushy said that while there were no immediate plans to add additional printers to the fleet, this option was being kept open. As demand continues to grow, the team sees Ricoh as a key partner in future capacity planning.

“We have a great working relationship with Ricoh, and I am sure they will continue to support our operations in the future, they have become a valuable print technology partner for us, and we are keen for this to continue.”

Xclusive Printing Solutions Director, **John Meoushy**



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