

# A taxing problem, but RISO printers help drive a secure solution



image credit: John Braid/shutterstock.com

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**John Burke**  
Print Manager



## The Client

Based in Shannon, County Clare, the Department of Transport, Tourism and Sport is a critical part of motoring and road safety in Ireland.

It produces and generates 10 million tax discs, motor tax reminder notices, penalty point notices and other associated documents.

It is a key function of the government, with the country's driver and vehicle database maintained there and up to 60 members of staff.

An essential part of day-to-day operations is printing, and with that many documents, it has to be right every time. It has to be efficient, with quick turnaround expected. It has to be cost-effective. It has to be secure.

## The Challenge

The Department had been using multifunction printing equipment that was coming up for renewal, and went out to tender, asking potential partners for solutions to issues that printing important documents raises.

The documents themselves would have to be tamper proof, and the printers had to be able to ensure confidentiality throughout the printing process.

As part of the brief, the solution had to involve cold fusion printing, in order to assist with security.

And it had to ensure that documents were printed accurately. And if they were not for some reason, a system had to be in place that would quickly identify any issues.

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## The Solution

Following the competitive tender process, the department appointed Communication Technology Limited, a RISO dealer, to work with them to develop a tailored solution.

Founded in 1985, Communication Technology Limited introduced the Risograph digital printers to Ireland in 1989 and, in 2009, introduced the RISO ComColor series.

They've built a reputation for excellent service and a personal, efficient approach to customers.

Communication Technology Limited knew straight away that the unique RISO inkjet ComColor X1 7150s were up to such an important task. But, with the added confidentiality and security issues, a bespoke solution had to be developed.

They also knew that RISO's unique ink would be key to solving some of the department's issues.

RISO is a pioneer and continuous innovator in inkjet print systems; like its hand-built printers, its oil-based inks are truly unique. There's no heat involved in the process and the ink itself is fused into the paper. It's completely different to the more traditional toner-based printing systems.

A close look at the brief and Communication Technology Limited knew that, like the previous system, a high-speed camera would be needed within the ComColor. But, as the ComColor's speed is faster than other printers, the camera position needed to be changed.

Communication Technology and RISO worked with the specialist manufacturer of high-speed cameras to get the measurements absolutely right in order to maximise performance.

The camera mounted within the unit checks every document that is printed to ensure that what has been printed matches exactly what is expected.

There was also the addition of a High Capacity Stacker, which is an accessory ideally suited to high volume and confidential printing because it offers people the option of stacking larger output volumes, reducing user intervention.

## Customer Benefits

With the ComColor 7150s, with a High Capacity Stacker, the DTTAS now has a solution that is fit for purpose. Secure, efficient and robust. It's an ideal solution for their purpose.

Print manager John Burke says that the cold fusion print process of the RISO ComColors, with no heat, fewer costs and potential issues at a minimum, was key to getting Communication Technology Limited on board. The unique inkjet technology also means documents can't be tampered with and will not fade when exposed to sunlight.

He said: "I think the RISO is ideal for the volume involved, and I would certainly recommend the ComColor X1 7150 to other people. We have dealt a lot with Communication Technology in Dublin and they have been fantastic."

John says that any teething problems were dealt with quickly and effectively. With an understanding of the requirements of secure printing, coupled with a flair for project management, great products and the skill to communicate, Communication Technology Limited and RISO have once again delivered an ideal solution.

Tatsuo Murakami, RISO UK's managing director, said: "Our close partnership with Communication Technology means that John and his team have been able to benefit from an innovative, efficient and secure installation that enables them to continue delivering solutions in an extremely demanding environment."



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