



# RGS Group delivers quality large-format prints at high speed

Originally founded in 1993, and rebranded in 2005, the RGS Group is a world player in the dynamic global reprographic industry, with offices in Las Vegas, USA, and Singapore. It caters primarily to architects and builders, providing the detailed artwork required in construction. When its old fleet of high-volume large-format printers needed replacing, RGS turned to the HP PageWide XL 8000 Printer.

**RGS**

ReproGraphic Solutions  
A Member of the RGS Group of Companies

**Industry sector:** Repro Houses and Copy Shops

**Business name:** RGS Group

**Headquarters:** Las Vegas, USA

**Testimonial from:** Billy Hamilton, CEO, RGS Group

**HP solution:** HP PageWide XL 8000, HP SmartStream software

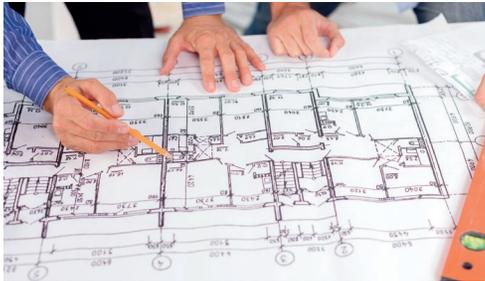
**Website:** [rgsgroup.net](http://rgsgroup.net)



## Challenge

“We have a large client base that demands quality and speed, particularly the architects. When our old high volume, large-format printers were no longer up to the task, we needed to find a new print platform that could produce detailed color prints quickly without affecting the accuracy of the reproduction.”

Billy Hamilton, CEO, RGS Group



## Finding a faster way to produce high-quality, large-format prints

Since establishing itself in Las Vegas in 1993, the RGS Group went on to open a Singapore branch in 2001. Casinos – and the architects and builders who construct them – constitute the majority of its business. That means there is a significant ongoing demand for accurate, large-format, color prints.

“Drawings have become more detailed while the need for a speedy turnaround is ever increasing, as is the inclusion of color elements. Our previous high volume printers and plotters were getting old and slow so we had to look at alternatives,” explains Billy Hamilton, CEO, RGS Group. “We’ve always had HP products and found them extremely reliable, however, we didn’t make the choice lightly and spent four months evaluating a number of different vendors.”

RGS’s print volume has increased by 40 percent over the last two years, providing further impetus to expand its printer fleet and introduce faster technology without compromising on quality. Having completed its evaluation of the market, the company was ready to make a decision.

“For us, quality and speed were the big decisive factors; we have a reputation for producing large volumes in short timeframes so needed a machine that could give us the best of both worlds,” adds Hamilton. “The new device also had to be able to cope with color CAD printing as pushing that through traditional inkjet plotters was much too slow.”

## Solution

“We chose HP SmartStream because it can process a large multi-page PDF automatically without the need for constant manual intervention and file extraction. It is easy to manipulate the settings and makes producing quality prints simple. In tandem with our two HP PageWide XL 8000 Printers, it has increased speed and efficiency by allowing us to print within seconds rather than minutes.”

Billy Hamilton, CEO, RGS Group



## Seamless print workflow without sacrificing detail

Having consulted with long-term partner CSDS, one of the top HP DesignJet resellers in the US, RGS came to the conclusion that only the HP PageWide XL 8000 Printer could meet its needs and allow it to both increase production volume and offer new print solutions. In early 2016, it installed two HP PageWide XL 8000 Printers to cope with the growing demand and to extend the services it could offer to clients to include posters and other new items.

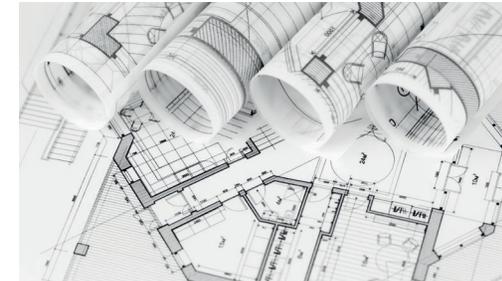
“The HP PageWide XL 8000 was top of the list because it delivers the detail we need at high speeds but also provides a flexible approach to settings and file conversion,” continues Hamilton. “Previously, getting line weights and screen patterns exactly right was a challenge and time-consuming. Now, the quality is a given and there is far less playing around with file formats. We can print straight from the raw client file and the quality will be exceptional.”

Based on HP Thermal Inkjet Technology and HP PageWide XL pigment ink, HP PageWide Technology offers RGS high quality at fast speeds. The printers are scalable to meet a wide range of RGS’s application and performance requirements – from technical drawings to promotional posters, while saving up to 50 percent in total production costs. They enable RGS to produce durable technical documents up to 40-inches (101.6-cm) wide with crisp lines, fine detail, and smooth grayscales that beat LED<sup>1</sup>. “The production process is also a lot cleaner with the HP PageWide XL printers; toner gets messy but with ink changing the cartridge is simple and fast,” says Hamilton.

## Result

“We can produce highly detailed color, large-format prints in a fraction of the time and with minimal operator intervention at the same price point as our previous printers. It is a simple, flexible and efficient way of growing the business.”

Billy Hamilton, CEO, RGS Group



## Productivity, reliability, efficiency

RGS has been delighted with the performance, speed and reliability of its new HP PageWide XL printers. It has also been able to introduce these benefits without increasing its pricing as the cost per square foot is practically identical to its old machines. “Productivity and efficiency have increased because it is so user-friendly and requires no tiresome tinkering with file formats and settings. It even saves our clients time as they no longer need to provide us with specific formats and can just give us the raw file,” comments Hamilton. “When it comes to reliability, we push large volumes through daily and have had no downtime to speak of or much call for HP support. As for speed, the HP PageWide XL printers can produce in half an hour what would have taken our old plotter a whole night to print.”

Not only can RGS service its existing customer base more promptly, it can also look to new markets thanks to the variety of substrates it can now offer: “Different materials allow us to be competitive in the poster market, which is huge in Las Vegas, and we expect that part of the business to grow, thanks to HP,” remarks Hamilton. “We can also offer our traditional clients more options, moving them from standard bond to coated or introducing film and Mylar®, for example.”

Having successfully added two HP PageWide XL 8000 Printers to its fleet, RGS has an eye on the future and its operations in Singapore.

“HP has proven it can provide a high-quality, fast color inkjet printer whose running costs match that of traditional black and white toner,” concludes Hamilton. “When we are looking to bolster our overseas production, we will certainly put it at the top of the list.”

<sup>1</sup> Based on HP internal testing, Evaluation of prints produced with HP PageWide XL printers and HP PageWide XL pigment ink shows equivalent or better results compared to prints produced with HP 970/971/980 inks that are fade and moisture resistant per ISO 11798 Permanence and Durability Methods certification.