

Work
together,
anywhere

Case study
collection





At Ricoh, we work in partnership with our customers so that we can understand their business challenges and provide them with expertise where they need it the most. At a time when businesses around the globe are having to adjust to new ways of working, we have launched a series of smart and safe solutions to help you succeed in a changed world, so that you can better serve your customers and drive business growth.

This case study collection illustrates how Ricoh is supporting enterprise customers every step of the way by enabling **remote working**, **automating business processes**, implementing **IT and cloud infrastructure** and **keeping workplaces safe**.

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Click [here](#) to discover more about how we can support your organisation with our work together, anywhere solutions.



**Remote
Working**



**Process
Automation**



**Infrastructure
& Cloud**



**Smart & Safe
Workplace**

Remote Working

Connected & engaged employees

User friendly systems

Smart collaboration

Local support teams across Europe

Robust & secure tools



By deploying Ricoh's remote conferencing solutions, AkzoNobel has reduced travel time and expenses across its business and further reduced its carbon footprint.

The Challenge

AkzoNobel was looking for an integrated set of solutions to support their digital collaboration needs. Running an international organisation means frequent collaboration between sites, often across borders, and they wanted to reduce their physical meeting costs, energy consumption and carbon footprint. They also sought to improve employee engagement and job satisfaction rates by offering efficient, flexible ways of working.

The Solution

Ricoh equipped 70 meeting rooms with digital whiteboards, narrowcasting screens, laser/LED projectors and audio-visual applications and deployed smartphone app Mapiq to enable meeting room reservations and management. Through the app, employees can organise their workspace according to their needs and the facilities team can store building use data to control the space accordingly.

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Business Impact

- 30% space, cost and energy savings
- Efficient working and remote conferencing
- Complete overview of office use
- Reduced travel costs, travel time and CO2 emissions
- Significant contribution to sustainability goals
- Higher job satisfaction

"We encourage our employees to work together remotely. Videoconferencing and digital whiteboards make the collaboration style easier, more sustainable and more enjoyable."

Roland Huitink, Director of Real Estate, AkzoNobel

Click [here](#) to read the full case study

Ricoh's UCS Advanced has transformed communication at JP/ Politikens Hus, making meetings more virtual, interactive and collaborative.

The Challenge

The company's meeting room technology was dated and, as a result, employees were reluctant to use the facilities. Some audiovisual components were not interoperable and, because point-to-point connection was required, videoconferences were limited to two endpoints. Recognising that its meeting room technology was hampering communication, JP/Politikens Hus turned to Ricoh.

The Solution

Ricoh updated the company's audiovisual technology and implemented an easy-to-use Virtual Meeting Room solution, based on Ricoh UCS Advanced. Ricoh used Polycom technology to link legacy audiovisual components, such as monitors, projectors and speakers. Staff are now able to host interactive, multi-participant meetings with guests able to join seamlessly, from any location, using their videoconferencing facilities or PC/tablet/smartphone browser. Ricoh's UCS Advanced solution was selected for its ease of use, its cross-platform capabilities - it is compatible with Skype and other services - and its exceptional audiovisual quality.

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Business Impact

- Increase in interactive, multi-participant meetings
- Improved audio visual quality & real time streaming
- Information is shared more collaboratively
- Transition towards more virtual meetings
- Less time and money wasted on travel

“More virtual meetings are being held, improving internal and external communication and reducing travel costs. It is helping to make our business more agile.”

Jakob Madsen, IT Service Manager, JP/Politikens Hus

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Ricoh communication technology seamlessly links people and places

Ricoh interactive whiteboards facilitate secure, cross-border collaboration for multi-national manufacturer Mitsubishi Electric

The Challenge

Mitsubishi Electric employs more than 138,000 people worldwide and has business units which operate across national/international borders. Its global operating model is reliant upon effective yet secure cross border collaboration between geographically remote sites. When the company moved headquarters, they sought a partner to optimise its print and communications infrastructure and strengthen security.

The Solution

Ricoh is already a trusted business partner for Mitsubishi Electric, providing managed document services and laptop computers. To improve communication, Ricoh installed interactive whiteboards (IWBs) in the headquarters and regional offices, facilitating cross border communication and supporting the same secure card-based authentication system as the multifunctional products (MFPs) and printers. Swiping their ID card at an interactive whiteboard, Mitsubishi Electric's employees can quickly initiate secure meetings with colleagues. They can share information on screen, annotate documents and save them as searchable PDFs. To protect confidentiality, the documents may only be printed or saved to email by the initiator.

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Business Impact

- Secure, collaborative communication
- Improved business agility
- Less time wasted on travel, increasing efficiency
- Improved information flow

“We use Ricoh Interactive Whiteboards to share information and ideas across multiple sites. Security is very important and Ricoh's swipe-card technology allows us to control the flow of information.”

Giuseppe Cassese, IT Manager, Mitsubishi Electric

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Process Automation

Boost productivity

Ensure document security

Support & free up IT capacity

Adaptable & scalable

Keep business critical processes running

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 **CAISSE D'ÉPARGNE** 

afnor 
GRUPE

 **Rabobank** 



CAISSE D'EPARGNE

Digital workflow improves bank's customer service



Ricoh implemented an innovative scanning solution, reducing administration and enabling employees to spend more time with customers.

The Challenge

The bank wanted to equip its branches with state of the art technology to automate information flows, improve governance and allow its employees to focus more attention on customer services and less on administrative processes. Recognising that there was duplication of effort at branch level with employees manually distributing multiple copies of documents, Caisse d'Epargne turned to Ricoh to develop a solution to automate the workflow and improve efficiency.

The Solution

Ricoh developed a bespoke scanning interface for the multifunctional printers (MFPs) deployed within the bank's branch offices. The interface provides a simple one-button solution which automates the entire workflow. Customer documents scanned at a Ricoh MFP are now distributed electronically to multiple recipients. To encompass different document workflows, the interface has an icon-based menu from which users select a document type. A specific workflow is activated by each icon. Integration with the bank's back office systems means that the digitised documents are also automatically indexed and uploaded to the Management Information System (MIS).

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Business Impact

- Reduced administrative burden
- Improved customer focus
- Faster internal communication
- Easy access to information capital
- Quick return on investment

“Ricoh anticipated our needs, establishing a digital workflow that allows us to provide clients with a better service.”

Managing Director, Commercial Banking and Insurance

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Ricoh transformed the production environment, establishing the end-to-end workflow which now underpins AFNOR's eBusiness supply chain.

The Challenge

Although central to the day-to-day fulfilment of customer orders, the document processes underpinning AFNOR's eBusiness service offering were not core business activities. AFNOR sought a partner with expertise in both document management and production print to develop and implement an effective workflow process. Through automating the eBusiness supply chain, AFNOR aimed to expand and enrich the service offering, optimise in-house facilities, meet rapid growth in demand and expand production capacity

The Solution

Ricoh improved AFNOR's production process, developing an end-to-end workflow that automates e-commerce delivery. Documents are dynamically personalised and automatically processed within a modern production facility. Ricoh also manages AFNOR's office print environment and supports its IT infrastructure, allowing AFNOR to focus resource on its core business activities. Ricoh's InfoPrint® ProcessDirector™ utility provides single-point management of AFNOR's production environment, improving visibility and control. The application manages print queues, intelligently allocating work to speed turnaround. Full production integrity is assured as the system provides document-level control with 100% closed-loop reprint automation.

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Business Impact

- Increased productivity
- Scalable production capacity
- Error-free processing
- Full control and visibility
- Significant cost savings

“Ricoh accompanied us in an exemplary manner in the rationalization of resources for office and production printing while extending services to users.”

Sophie Marain, Group General Secretary

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Instilling a culture of robotisation for dramatic efficiencies

Ricoh supports Rabobank's centre of excellence – an incubator of robotic solutions - to embed automation across the organisation.

The Challenge

Staff at Dutch financial institution Rabobank were looking at how to make their processes increasingly efficient by reducing the time staff spent on core tasks, which, in turn, would save costs and improve customer experience. The Operations Chain Support business unit was keen to use automation but didn't know where to start.

The Solution

Ricoh's business process analysts mapped the internal systems landscape and helped business units to analyse their operations. The preparation of annual redemption statements for customers was identified as an area of particular inefficiency; typically the process took 70 minutes to complete and staff prepared more than 27,000 per year. The team succeeded in building a robot that can access and collate all the necessary data into a client statement, producing the final sheet in just 5 seconds - 840 times faster than was previously possible. The resulting statements are highly accurate and enable staff to work much more efficiently, which results in greater customer satisfaction. Analysts and robotics engineers continue to identify processes ripe for optimisation and building RPA bots to drive efficiency at the company's centre of robotics excellence.

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Business Impact

- Culture of automation embedded across the company
- More time for staff to focus on more challenging work
- Higher customer satisfaction
- Time and cost efficiency

“Thanks to robotisation, we deliver even higher quality and the process is much faster for customers”

Max Nuij, Robotics Engineer

Click [here](#) to watch a video interview with Rabobank

Infrastructure & Cloud



Support & unburden your IT team



Remotely manage critical business processes



Connect & empower remote working



Accelerate your digital transformation



Provide/enhance IT infrastructure



Ricoh partnership with Vodafone underpins customer service excellence

Ricoh supports Vodafone with a collaborative solution to make outsourcing network and IT operations more value driven and cost effective

The Challenge

Vodafone decided to centralise its European network and IT operations. As part of this strategy, the company wanted to improve the way it selected and managed its suppliers, moving away from just cost reduction, towards efficiency and value for money as well. Vodafone's strategy was to bundle together similar and complementary operations and bring in the best suppliers to service them. This approach has allowed Vodafone to reduce the number of suppliers, while driving greater value from the remaining ones.

The Solution

Ricoh provides managed IT services to support and maintain Vodafone's network infrastructure – including the mobile communications network, Vodafone's internal enterprise data network – and IT operations. Ricoh also supplies hardware and software, professional services and consultancy to Vodafone, as well as a number of one-off projects, such as firewall and network upgrades. Ricoh provides seven on-site engineers, a service delivery manager and technical consultant at Vodafone's headquarters in Newbury. Vodafone also has access to Ricoh's nationwide team of IT and networking experts.

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Business Impact

- Improved and secure network
- Cost-effective operational efficiency
- Supports development of new, strategic services
- Consolidates 40 supplier contracts down to one
- Value-driven, cost effective outsourcing network and IT operations

“Our partnership with Ricoh is different from the typical supplier-customer relationship. There's a single account and services team which is unique. There are three benefits working with Ricoh – customer service, cost effectiveness and simplification.”

Adrian Smith, Head of Operations

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Ricoh's omnichannel e-Commerce solution is critical to retailer's success



Ricoh implements a dynamic platform that integrates with ERP, logistics, warehousing and stores

Integrated E-commerce Platform

DIA selected Ricoh because of its expertise and depth of resource. Ricoh has a large team of SAP-certified architects at its digital solution centre in Spain and has successfully implemented numerous SAP Hybris e-commerce solutions. Ricoh managed DIA's e-commerce project from initial consultation through to successful implementation and continues to support DIA, using agile SCRUM-based project management processes to further develop the resource. New features are developed in short three-week SPRINTS which ensure focus and reduce time to market.

Agile Ongoing Development

Customers using DIA's e-commerce platform love the immersive shopping experience. The interlinked web, mobile, email and SMS applications allow customers to engage seamlessly across multiple channels. It is easy to select goods and real-time data analytics ensure DIA's promotional offers are relevant and exciting. DIA's success is driven by the effectiveness of its e-commerce platform. Customers relate to the retailer and display a high degree of loyalty. What's more, Ricoh's ongoing support helps DIA to stay ahead of the competition, with new applications rolled out frequently.

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Business Impact

Every aspect of the customer's interaction with DIA, from **data analytics** to **order management** and fulfilment is managed via DIA's integrated e-commerce platform, with customised SAP Hybris solution, developed by Ricoh.

“Our e-commerce platform helps us to stand out from the competition. It provides an immersive shopping experience which drives increased customer satisfaction and loyalty.”

Diego Sebastián de Erice, eCommerce Director

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Ricoh helps energy firm transform its business operations and IT infrastructure

The Challenge

Utilita was evolving from an SME to a large corporation, but its IT struggled to keep pace and facilities were insufficient or not in place. Equipment and systems were six or seven years old and there were 38 different suppliers. IT was outdated and systems and infrastructure were not fit to support a rapidly expanding business. Utilita needed a robust, but agile IT infrastructure that would allow the business to grow. This was further complicated by a move to a new head office and a small IT team that did not have the scope or resources to deliver change. Utilita had two main objectives - stabilisation and improvement.

The Solution

Ricoh carried out a service and technology ITIL audit covering Utilita's IT infrastructure and systems to provide a detailed and quantifiable assessment of what was needed. The office relocation was an opportunity for Utilita and Ricoh to roll out a completely new IT infrastructure. This involved replacing Citrix with a Remote Desktop Services (RDS) environment and a new underlying network and virtualised server infrastructure. Ricoh also worked across a number of IT projects including stock and asset management, service desk, IT monitoring and management solutions, hardware acquisition, security audit and telephone system.

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Business Impact

- Establishes Ricoh as critical to driving business change
- Delivers new IT infrastructure, business systems and HQ in 3 years during rapid business growth
- Reduces 38 IT suppliers down to 5, with Ricoh handling 80% of IT budget

“Ricoh became an extension of our IT team and a trusted advisor. You know you can pick up the phone and that nothing is too much trouble. A single point of contact is a huge benefit and now the framework agreement is in place, the contracting of new projects and equipment is a lot less painful.”

Phil Roberts, IT Director, Utilita

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Smart & Safe Workplace

Empowered & motivated employees

Support employee flexibility

Secure & adaptable smart locker solutions

Consistent employee experience

Technologies to facilitate creativity & innovation

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HOTELS

➤ **sodexo**

➤ **wavin**

➤ **DSV**

➤ **vodafone**

A photograph of a modern office environment with several collaborative meeting rooms. Each room is equipped with a long, curved desk, multiple chairs, and a laptop. A person is seen working at one of the desks. The lighting is warm and the overall atmosphere is professional and productive.

Collaborative meeting room services improve productivity and agility

The Challenge

NH Hotel Group was keen to enhance its guest services and improve business efficiency by adopting new and smarter ways of working. With a global business to run, meetings are critical to the group's day-to-day operation. With more than 20 meeting rooms in NH Hotel Group's head office, and employees spending a significant portion of their time in meetings, the group wanted to improve visibility of its meeting resources and automate the booking process.

The Solution

Ricoh installed more than 1,200 multifunctional devices and printers at sites across Europe. Ricoh's collaborative meeting room services, which include a web-based booking system and digital room signage, are already in daily use. NH Hotel Group employees can now view meeting room resources on screen and use Ricoh's intuitive mobile booking system to reserve rooms, schedule meetings, send invitations and track confirmations. The user-friendly application can even be used to arrange catering. Digital signs outside each meeting room identify the room's status and welcomes meeting participants.

Business Impact

- User-friendly technology
- Increased visibility of meeting resources
- Real-time reports via centralised booking system
- Potential to use technology as a guest service

“Ricoh's digital expertise, flexible approach and global reach is helping us to drive group-wide improvements in productivity and agility. Ricoh's collaborative meeting room solutions allow us to work more productively and adapt more rapidly to the changing needs of the market and our customers.”

Alu Rodríguez, Senior VP Business Transformation



Ricoh helps Sodexo improve the quality of life for its employees



Leveraging new possibilities to achieve increasingly flexible workplaces

The Challenge

Sodexo's mission is to improve quality of life and it is for this reason why they pay painstaking attention to the needs of their employees and their customers. Sodexo constantly introduces innovative technologies and tools that will positively improve work-life balance, which at the same time, fulfil the needs for increasingly flexible workplaces. Sodexo was looking for alternative options to enable their employees to best enjoy their lunch break, giving them the opportunity to choose between the company restaurant and the easy, immediate take-away service made possible by the Ricoh Smart Lockers

The Solution

Ricoh's high-tech Smart Lockers make it possible to optimise the meal order management system, guaranteeing food proposals that are always fresh and wholesome, as well as satisfying organisational trends. Staff use the MySodexo app to choose and book their meal, that will arrive in the Smart Locker compartment in good time for their lunch break, stored in perfectly hygienic conditions, in full compliance with the cold chain. To access their meal, employees scan a QR code and input their order confirmation on the Smart Locker display.

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Business Impact

- Organisation-wide locker access
- Ease of use via MySodexo app
- Optimised meal management system
- Flexibility for employees
- Hygienic access to food

“This is an extremely efficient service that enables us to place increasingly greater emphasis on both work-life balance and themes such as well-being and time saving, aspects that are of paramount importance for us and our customers.”

Alexis Lerouge, Head of Marketing Corporate Med Region

Click [here](#) to watch a video interview with Sodexo



Wavin

Improving collaboration through workplace transformation

End-to-end solution key to increased employee satisfaction

The Challenge

To enhance the transformation of their workplaces, Wavin were looking to improve their end user experience across Europe with centralised Managed Print Services, but local optimisation. They also wanted to reduce their impact on the environment, cut costs and print volume and provide an improved collaborative workspace for Senior Management. Wavin also wanted to streamline its existing print offering. At the same time, the company needed to build a new International Directors office in Amsterdam. This office had to be digital to meet the needs of senior managers from around the world, provide an academy for training employees and act as a showroom for customers.

The Solution

Ricoh surveyed a selection of users to understand the real issues and needs for end users: simplicity, ease of use and functionality. The new workplace provides a simpler way of working for all users, through collaboration areas, a digital theatre and a booking system for meeting rooms and desks. To facilitate visitor needs, a virtual receptionist and digital signage have been implemented, with touch screen for simple user experience. These are controlled centrally from Wavin's head office. The dedicated academy and showroom incorporate widescreen devices for a simple way of presenting to customers or staff, away from the main office.

Business Impact

- Single contract and end-to-end integrator
- Easy to use collaboration tools
- Highly visible information for visitors
- Improved security through HQ controlled systems
- Reduced environmental impact
- Increased employee satisfaction

“By having a dedicated academy and showroom, staff now have somewhere truly innovative to bring customers and for training purposes. The technology looks sophisticated but is easy to use and set up for meetings.”

Phil Swaincott, Category Manager

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Ricoh Smart Lockers are transforming last-mile delivery in South Africa

Smart locker network ensures customers can get their post safely in an age when eCommerce is booming

The Challenge

DSV is a Danish logistics company operating in South Africa and was facing pressure to deliver consistency and differentiation as commoditisation of services continued to drive cost reduction. eCommerce was booming and logistics providers were expected to provide new value-adding technologies. DSV South Africa recognized and prepared early for the migration of traditional B2B volumes (such as freight and parcel) to B2C. Back in 2013, the company invested in smart lockers, knowing it would take time for the service to become marketable, but understanding that the consumer would ultimately drive adoption.

The Solution

In early 2018, DSV entered into a supply partnership with TZ Limited and Ricoh South Africa to upgrade and expand its locker network. There was a retrofit of 100 existing smart lockers and introduction of 400 new outdoor smart lockers. By applying innovative thinking, DSV South Africa has been able to commercialise its consumer-focused solutions over a very short period of time. The important balance between consistently delivering basic services, coupled with investment into emerging technologies, has proven to be a fruitful strategy for DSV and its customers.

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Business Impact

- Improved safe and secure customer experience
- Value added, innovative technology
- Support of business expansion
- Enables uncomplicated and uncompromised access to courier related services

“Ricoh successfully demonstrated a technology and service innovation offering capable of supporting DSV’s aggressive expansion and service objectives”

Brett Sauerman, General Manager e-commerce, DSV

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Ricoh partners with Condeco to help enhance Vodafone's workplace transformation

By prioritising a seamless staff experience with a mobile-first focus, Ricoh has provided a flexible workplace for end users

The Challenge

With its London office accommodating 1,600 people, Vodafone was struggling with capacity and looking for a better way to manage space more effectively. Staff relied on calendars and personal assistants to book meeting rooms, which were often double booked, causing frustration for employees. They were looking for a cloud-based system that could be easily updated, providing them with data on how the workplace and its meeting spaces were being used. They needed a system with a mobile-first focus, to support Vodafone's goal of enabling its employees to work more flexibly.

The Solution

Ricoh and Condeco worked with Vodafone to implement a seamless solution. By incorporating meeting room booking software, Vodafone can now manage reservations from one tool, which integrates with their existing MS Outlook system. Vodafone's whole ethos is around being mobile and agile, so having an app which allows employees to book meeting rooms on the move makes flexible working much simpler. Meeting room screens have been installed outside each meeting room, allowing everyone to see the availability and capacity of each space. These 150 screens reinforce the behaviour that is so important to Vodafone – making sure meeting rooms are only used when needed, rather than as a private office.

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Business Impact

- Modernised infrastructure & digitised workplace
- Agile & mobile ethos reflected in space management
- Increased employee satisfaction & productivity
- Secure & scalable cloud-based system
- Insight into how & when meeting rooms are used

“The digital approach has made employees behave better and, therefore, the availability of the meeting rooms is higher.”

Mirna Gelleni, Senior Workplace Strategist, Vodafone

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