



# LEADING CHANGE AT WORK

Enterprise Case  
Study Collection



# Introduction to **LEADING CHANGE AT WORK**



“ Where and how we work is changing. **Hybrid set-ups** are already shaping our future and, together with evolving technology, these practices are pushing for an even stronger focus on how we **communicate and collaborate**.

At Ricoh, we are in the business of **leading change**. Change that unleashes human potential through the **power and opportunity of technology**. Change built on our deep understanding of technology’s role in workplace processes— both on site and remotely.

We have a strong legacy of pioneering **better ways of working**, bringing the **experience and creative know-how** needed to maximise human value through technology. We can change everyday life in the workplace for the better, make technology truly inclusive and ultimately **bring out the best in people**.

This **case study collection** illustrates how we are delivering solutions to solve the challenges of today’s enterprise. Read how we can help you **grow the business, accelerate digital transformation, optimise business operations** and **enable hybrid working** with a focus on **sustainable business**.

”

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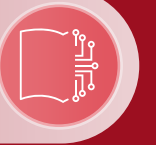
# The Challenges of Today's Enterprise



➤ Grow the business



➤ Accelerate digital transformation



➤ Optimise business operations



➤ Enable hybrid working



➤ Sustainable business



Click [here](#) to explore how we are Leading Change at Work



# Grow the business

Reach new customers

Enable and support the sales function

Improve customer experience



Accelerate digital transformation



Optimise business operations



Enable hybrid working



Sustainable business







## Alliance organisation expands membership with Ricoh reporting portal



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

## THE CHALLENGE

IEMA is a worldwide alliance of environment and sustainability professionals. It provides resources, tools, research and knowledge sharing to meet the real-world needs of its members. The organisation once had legacy IT systems in place which were slow to access and difficult to use. They produced unreliable business data, which led to revenue loss and a reduced ability to provide high quality service to members.

## THE SOLUTION

Ricoh implemented a business intelligence (BI) reporting portal, delivering a clear, accurate, single view of membership information. The solution provides detailed reporting in near real-time and offers members better, targeted services. Improved sales and marketing intelligence is helping to increase revenue and expand membership. Better data is key to enabling IEMA to be an insightful, proactive organisation.

## BUSINESS IMPACT

- 40% membership increase, leading to recovery of lost revenue
- Improved customer experience for members
- Detailed, accurate reporting in near real-time
- Better sales and marketing intelligence

"We were impressed with Ricoh because of its expertise and wealth of experience. But it was also the softer things, like being very responsive and open to any issues we raised, being able to speak directly with senior people, and its commitment to us as a relatively small organisation, that made the project and working relationship so positive."

**Neil Fray,**  
Finance and Performance Director, IEMA



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## Retailer sustains business growth with DocuWare



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## THE CHALLENGE

B&M is a fast-growing retailer, with over 600 stores in the UK. Employing 28,000 staff, the organisation serves more than four million customers every week. While the business has grown quickly, B&M has also suffered from a human resources headache: the time taken to on-board new staff meant the process could not keep pace with the retailer's rate of expansion. Speeding up this document flow was a critical requirement. In addition, B&M was looking for a system to support compliance requirements through a secure audit trail, as well as delivering an agile approval chain and improved visibility.

## THE SOLUTION

Ricoh DocuWare, a cloud-enabled document management software system, has enabled the business to operate and expand at the pace it wants to. It continues to increase its store numbers in the UK, and at peak periods might take on several hundred people per week. This was just the start of an incremental process of change for B&M, with DocuWare paving the way for further refinements to be made to the HR on-boarding process. This has included transitioning to digital forms and signature pads that link directly into the document management system, so staff registrations can be completed and signed without needing hard copies to be printed and HR is notified of a new employee record almost immediately.

## BUSINESS IMPACT

- HR on-boarding process cut from weeks to hours
- Continued business growth supported and sustained
- Stronger staff engagement
- Business finding efficiency in digital workflows

“Ricoh's approach has been flexible. It has listened to our needs and advised on potential solutions that fit our requirements. It has then been agile enough to work through our requirements and change as we proceed, to make sure the system is robust and delivers the most benefit to the business”.

**David Grady,**  
IT Director, B&M



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## Utilita partners with Ricoh to power extraordinary business growth



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### 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.

### BUSINESS IMPACT

- Established Ricoh as critical to driving business change
- Delivered new IT infrastructure, business systems and HQ in three years during rapid business growth
- Reduced 38 IT suppliers to five, 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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## Digital workflow improves bank's customer service



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## THE CHALLENGE

This 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 its 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 digitised documents are also automatically indexed and uploaded to the Management Information System (MIS).

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



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### 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 recognised 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.

### 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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# Accelerate Digital Transformation

Democratise data

Maintain and improve cybersecurity

Modernise infrastructure

Grow the business

Accelerate digital transformation

Optimise business operations

Enable hybrid working

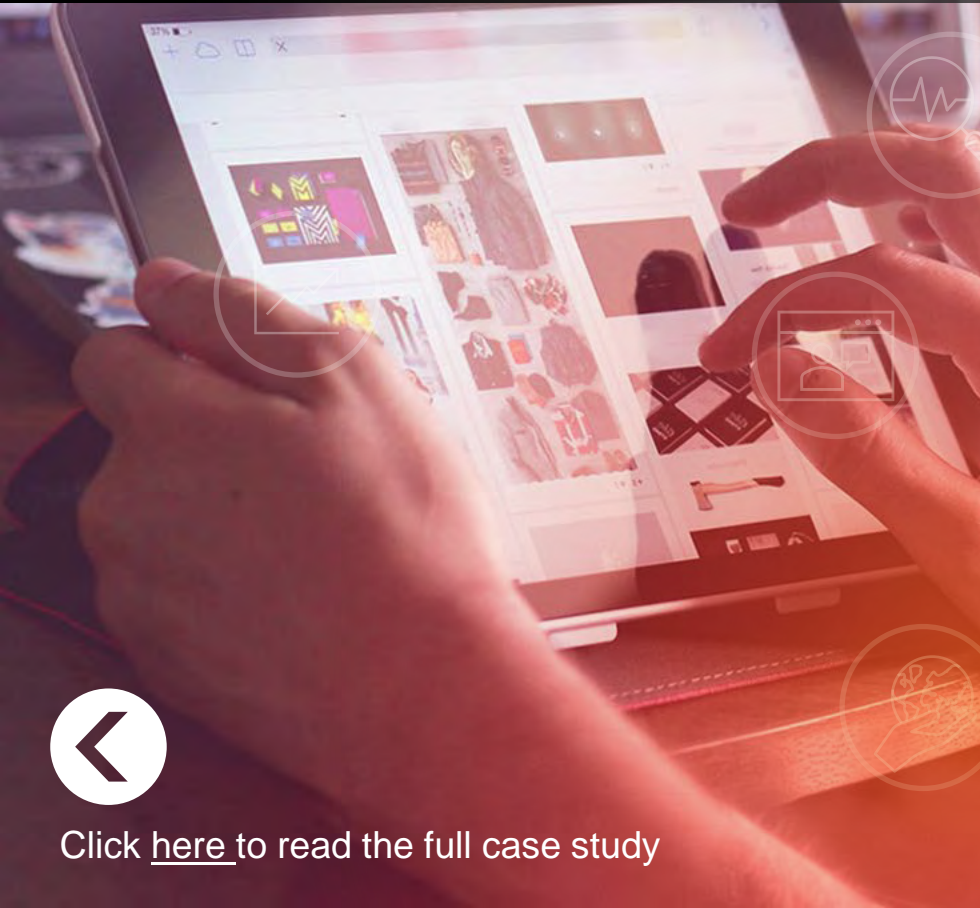
Sustainable business







## Digital transformation improves customer portal user experience at Spanish bank



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

### THE CHALLENGE

Allfunds Group offers a one-stop solution for funds dealing, information management and research services. It is head quartered in Madrid with offices around the world. The company required a solution that would provide access to more than 54,000 financial instruments with a multitude of tools and services for its management, analysis and hiring. It looked to evolve towards a more digital future by launching new digital solutions and regulatory tools for its clients, offering them personalised experiences within the digital evolution of the financial industry.

### THE SOLUTION

Allfunds relied on Ricoh to build and implement the platform with the development of web portals, providing consultancy, design and full management of portals. Ricoh specialists leveraged digital experience Liferay as the platform for new tools and digital multichannel services for access to services that Allfunds Bank offers its clients in terms of recruitment, analysis and management of investment funds. This multichannel front-end platform has also been integrated with the company's own API platform, which allows the integration of Allfunds Bank's technology and services within a multitude of digital solutions thanks to the use of common standards across APIs.

### BUSINESS IMPACT

Ricoh's expertise was key in successfully enabling Allfunds Bank's digital transformation plan. The launch of the digital experience platform for its customers, along with the integration into their APIs ecosystem, has provided a notable improvement of user experience in its customer portals and multichannel front-end, accelerating the advancement to a model of open banking.

"End to end management of digital platform by Ricoh enables Allfunds to accelerate towards a model of open banking."

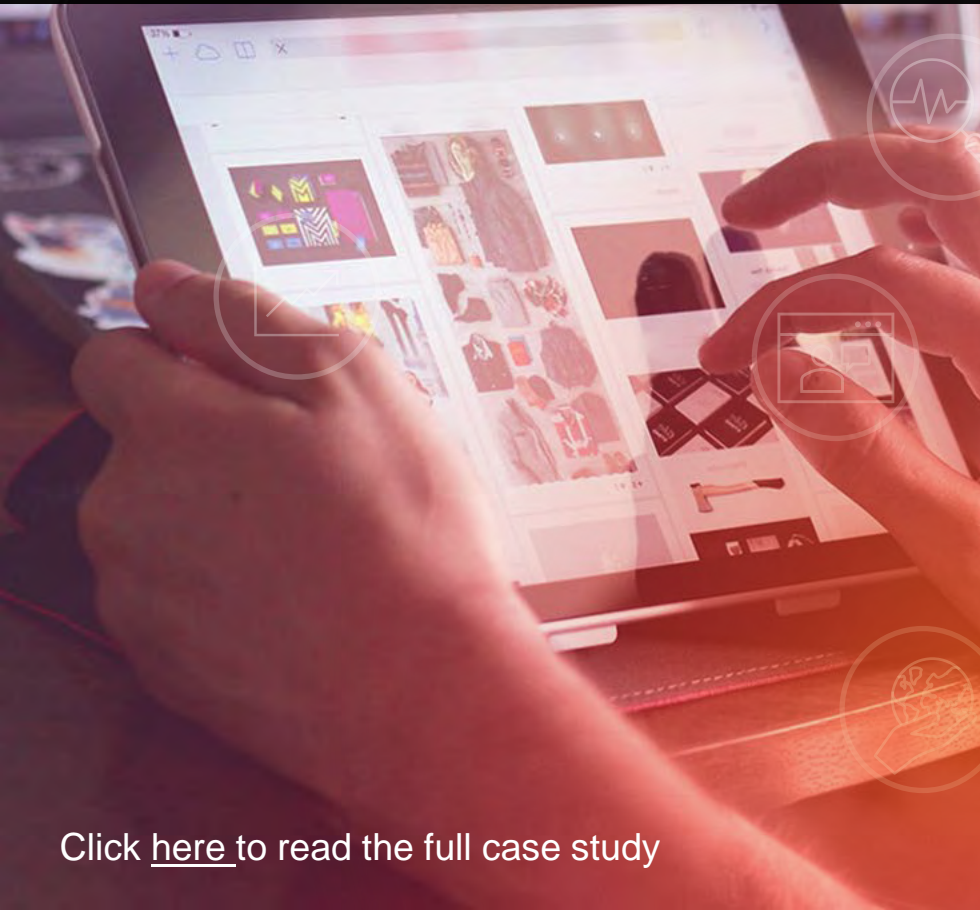
**Allfunds Spokesperson**



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## International hotel group entrusts Ricoh with digital transformation project



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### 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 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 at NH Hotels



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## Ricoh's omnichannel eCommerce solution is critical to retailer's success

### THE CHALLENGE

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.

### THE SOLUTION

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.

### 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 at DIA



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## Ricoh smart lockers achieve more efficient management and control

### THE CHALLENGE

Trimble is changing the way in which companies operate in agriculture, construction, the geo-sector, transport and logistics work by offering products and services that unite the physical world with the digital world.

At its distribution centre in Eindhoven, Trimble prepares hardware solutions for transport to customers. As part of the order picking process, employees use handheld scanners. In the past, these scanners were stored in a cabinet with no supervision, and employees could simply retrieve them and return them without having to register them. To have better control over the handheld scanners, Trimble opted for smart lockers from Ricoh.

### THE SOLUTION

Employees can now collect a handheld scanner by opening a Ricoh smart locker with their individual pass. This enables management to have visibility over who has which scanner, reducing losses. The system is configured so that a scanner must be returned to the smart locker within a certain period of time. If it isn't, then management receives a notification. Users can also indicate if a scanner is broken when they return it. In that case, IT receives a notification that it needs to take further action, which helps to minimise delays in repairs.

### BUSINESS IMPACT

- Significant cost saving
- Minimised repair delays
- Handheld scanner damage has fallen to almost zero
- Real-time reporting provides constant status overview

“We have one point of contact we can approach with questions. Someone attends periodically to carry out preventive maintenance on the lockers. If there are ever any faults, we can trust in the service provided by Ricoh.”

**Enzio Hermkens,**  
Distribution Manager at Trimble



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## Smart storage for handheld scanners boosts productivity for catering supplier

### THE CHALLENGE

Horeca Totaal is a supplier of fresh, high-quality products for catering operations in Belgium. Employees use handheld scanners for managing stock and one of the problems Horeca Totaal had to face was the frequent 'disappearance' of handheld scanners. A solution needed to be found, as buying new scanners was expensive. Horeca Totaal searched the market for a solution to help reduce both failure and loss of the handheld scanners. It was a broad search and ultimately, the organisation opted for a solution from Ricoh in the form of the smart locker.

### THE SOLUTION

Ricoh's scalable locker system is an electronic storage solution that can be used to securely store and distribute valuable equipment like handheld scanners. It integrates seamlessly with the IT network and the content of the lockers can be quickly assigned and released. Horeca Totaal opted for two locker systems. In the main warehouse, a system of 44 scanners, and in the shop in Bruges, a smart locker with 22 storage spaces for the scanners. The scanners work in both lockers, but it is intended that they will remain in the precise location.

### BUSINESS IMPACT

- Money saving and time saving
- Intuitive use
- Increased productivity
- Missing scanners are a thing of the past
- Automatic notifications issued in case of fault or damage

“Now, everyone has a scanner from the very start of his or her shift. If you can work a vending machine, then you can work a smart locker.”

**Dudley Vanquatem,**  
IT Manager at Horeca Totaal



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## Upgrading digital experience with Liferay DXP

### THE CHALLENGE

Iberdrola is a global energy leader, the first wind power producer and one of the largest electricity companies in the world. As part of its digital modernisation process, Iberdrola proposed the migration of its main communication channels with customers and employees, such as the corporate website [iberdrola.com](http://iberdrola.com) and its employee portal, a global multilanguage and multi-company intranet, to Liferay DXP 7.2. Their goal was to modernise the platform and make adjustments to take advantage of the increased capabilities offered by the latest version of Liferay.

### THE SOLUTION

Over a period of 8 months, an experienced team of 8 certified people from the Ricoh Technology Hub in Asturias developed and implemented the migration. As a prominent part of the project, Elasticsearch, a powerful new search engine, was incorporated as a replacement for the old obsolete tool. In addition, it included the installation of the infrastructures of all the environments: development, production and post-production. Finally, training and transfer of technical knowledge to current maintenance teams. A second phase of the project will include the development of new components, as well as integration with Analytics Cloud.

### BUSINESS IMPACT

- SEO improvements, loading speeds, creation of new pages
- Increase in the volume of unique users and page views
- Improvement in the time-to-market for the launch of new sites and landing pages

“Ricoh has shown deep knowledge of the implementation of Liferay Solutions, efficiently solving any contingency that arose during the project. It is fantastic how we have ended talking the same language - we have understood each other very quickly.”

**Unai Zuazola,**  
IT Project Manager at Iberdrola



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The Wacker logo consists of the word "WACKER" in a bold, black, sans-serif font, enclosed within a white rectangular border.

## Wacker Chemie partners with Ricoh to simplify digital certificate management

### THE CHALLENGE

Headquartered in Munich, Wacker Chemie manufactures specialty chemical products for enterprise customers in the automotive, construction, energy, biotech, and medical sectors. From supporting the creation of 3,200 different products to completing key back-office administration, Wacker Chemie relies on an extensive print fleet for many critical tasks. But managing and securing devices consumed huge amounts of time and resources, especially renewing and installing new digital certificates. The company sought to streamline the process to ensure that printers remained online and protected 24/7.

### THE SOLUTION

With RICOH Certificate Enrolment Service, Wacker Chemie has fully automated the certificate management process. The solution monitors the validity of the digital certificates on all of the company's Ricoh multifunction devices and, when expiry dates approach, automatically interacts with the relevant Certificate Authority to renew and sign the certificate, before deploying the updated version. The solution prevents issues from emerging due to expired credentials—helping to keep print devices online for business users at all times and helping to mitigate exposure to potential cybersecurity threats.

### BUSINESS IMPACT

- 99.7% time reduction in certificate enrolment
- Improved operational cost efficiency
- Streamlined management workflows
- Improve cyber-security

“Working with Ricoh was an excellent experience. Not only did Ricoh provide a powerful, scalable, and easy-to-use solution to automate certificate management, but they also delivered highly skilled and responsive support services throughout the implementation.”

**Jens Dienst,**  
System Engineer at Wacker Chemie



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# Optimise Business Operations

Enhance employee engagement

Automate repetitive tasks

Improve process resilience

Improve data governance

Grow the business

Accelerate digital transformation

Optimise business operations

Enable hybrid working

Sustainable business







## Instilling a culture of robotisation for dramatic efficiencies



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

### THE CHALLENGE

Staff at Dutch financial institution Rabobank aimed to improve process efficiency 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 set up a 'Centre of Excellence' at Rabobank, where Ricoh Business Process Analyst consultants helped Rabobank's robotics engineers to create an automation strategy, build a proper infrastructure and standardise processes. They also helped to manage and organise robots and embed RPA in the organisation. 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 built a robot to 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 improves customer satisfaction. Other examples include the creation of a robot that reduces the preparation of a consultancy meeting from 41 minutes to 6 minutes, and an email robot that has taken over the work of 40 FTE.

### 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



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## DocuWare enables end-to-end management of documentation processes & workflows



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### THE CHALLENGE

The Gastaldi Group is an Italian company with operations ranging from logistics and tourism to real estate management. In order to be able to respond quickly to clients, IT innovation is indispensable. With the outbreak of the pandemic, new requirements emerged in terms of remote working and the company had to start operating in new ways very quickly. Priorities included:

- The ability to manage documents and processes remotely
- An acceleration towards digital transformation
- Information security
- A complete, flexible and user-friendly solution

### THE SOLUTION

After engaging with Ricoh, which was already Gastaldi's supplier of printing systems, the company chose the DocuWare platform. This cloud based solution interacts directly with the database used for claims management, enables end-to-end management of documentation processes, workflows and archiving. DocuWare acts as a repository for all of the information on which the business of Gastaldi International is based.

### BUSINESS IMPACT

- Enhanced process efficiency
- Faster access to and approval of documents within the company
- Improved cooperation between departments
- Reduced workloads for the IT Department

"The DocuWare platform is extremely straightforward and intuitive. It is highly appreciated by users, who have realised that thanks to this solution, they can save time and manage their operations more quickly and efficiently."

**William Fielding,**  
Managing Director, Gastaldi International



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The logo for Nashua, featuring the word "NASHUA" in a bold, sans-serif font with a red graphic element consisting of four slanted bars to the right.

## Nashua deploys DocuWare to digitise, automate and optimise business operations

### THE CHALLENGE

Headquartered in Johannesburg, Nashua is a world-leading provider of office automation, document management, managed print, smart and connectivity solutions. Every day, hundreds of customer enquiries, franchisee requests, supplier invoices, and employee expense forms land in the inboxes of Nashua's sales, operations and finance teams. The company previously relied on paper-based and manual workflows to process and store documents, and to route requests to relevant approvers. Document retrieval was slow and complex, making auditing a painful exercise. Distributing paper through the company increased the risk of loss or misplacement, which inevitably delayed decision making. To provide a speedier response for customers, and suppliers, Nashua aimed to develop more efficient working practices.

### THE SOLUTION

Starting with approvals for travel booking and expenses claims, Nashua used DocuWare to develop digital document archives and automated workflows. Electronic forms have replaced paper, with DocuWare sending approval requests directly to assigned approvers for verification and sign-off. Nashua then introduced DocuWare to multiple business operations including franchisee pricing support requests, demonstration centre requests, franchisee advertising claims, initiation of sales orders and project handovers between different business departments

### BUSINESS IMPACT

- Greater control and visibility of documents
- Reduced risk of document loss
- Faster, more responsive service to franchise businesses
- Enables smarter strategic decision making

“The beauty of DocuWare is that it not only stores documents, but also reads the contents and prepares a searchable index. Before, our employees would have to hunt around in physical filing cabinets to find specific information. With DocuWare, we can enter search terms and surface all the relevant items in seconds.”

**Jayesh Hargovan,**  
Senior Manager at Nashua



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 FLEXILUBE

## Digital workflow helps lubricant manufacturer enhance customer service

### THE CHALLENGE

Flexilube is a leading independent manufacturer of industrial and automotive lubricants. Prior to digitisation, sales order process was largely paper based. Inbound orders triggered a chain of manual processes. Having validated order details, a raft of interrelated documents, including sales and manufacturing orders, delivery notes and invoices would be raised and passed from desk to desk for processing. Paper-based documents would sometimes go astray, causing delays and compromising cash collection. Recognising that a digital workflow would raise quality standards, Flexilube asked Ricoh to re-engineer its sales order process. Ricoh implemented a digital workflow that drives everything from order validation, to delivery and invoicing.

### THE SOLUTION

Recognising that a digital workflow would raise quality standards, Flexilube asked Ricoh to re-engineer its sales order process. Ricoh implemented a digital workflow using DocuWare & OL Connect that drives everything from order validation, to delivery and invoicing. The new sales order system provides an automated end-to-end workflow. Digitisation has streamlined order processing, saving time and reducing the administrative workload by more than 65%. Orders are now fulfilled more quickly, improving customer satisfaction. And, with every order digitally documented, Flexilube has full visibility of its entire order pipeline.

### BUSINESS IMPACT

- Increased administrative efficiency
- Greater control over the entire sales ordering process
- Documents are easier to locate and analyse

“Ricoh helped us to drive change, implementing innovative digital workflows that are allowing us to push sales instead of paperwork.”

**Irene von Knoblauch-Dreyer**  
Managing Director, Flexilube



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## Ricoh Europe transforms its document management strategy with DocuWare



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### THE CHALLENGE

Ricoh Europe's previous document management processes were reaching their limits. Individual operating countries used their own local archiving systems, which often led to documents being scattered across multiple file servers. Other business functions relied on traditional paper-based archives. Inevitably, document retrieval could be a difficult, time consuming process, while routing documents through the company for verification and approval could require manual interventions. For IT teams, running a mass of file servers increased management complexity and costs.

### THE SOLUTION

With DocuWare in place, Ricoh Europe has successfully transformed its document management strategy. The company uses the solution to archive more than 113 million documents and manage more than 850,000 new scanned, systems-generated, and digitally received documents every month. Ricoh Europe has eliminated many paper-based processes and accelerated document retrieval, enabling administrators to respond faster to internal requests and customer queries. With less time spent searching for documents, employees can work more productively on value-add tasks, while the centralised archives significantly reduce IT management workloads and costs.

### BUSINESS IMPACT

- Accelerated document retrieval
- Streamlined, digital workflows
- Reduced IT management costs
- Improved productivity

“Being able to process the vast amounts of documentation generated by our operations quickly and efficiently is crucial to keep our business moving forward. DocuWare has transformed our document management strategy, and allowed us to build smarter, faster ways of working.”

**Dennis Juelke,**  
Document Management Team,  
Ricoh Europe



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## Optimising print production helped AFNOR set new standards



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

### 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 to automate 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.

### 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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## Puig migrates collaborative sites from SharePoint 2010 to Sharepoint Online in Office 365



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

### THE CHALLENGE

Puig is a third-generation fashion and beauty business based in Barcelona. Puig has a legacy SharePoint 2010 Legacy Farm with a strong usage for collaborative purposes. For every internal project in the company, a collaborative sub-site under a single site collection was created. As a result, around May 2019 this single site collection had more than a 1.000 sub-sites and more than 2 TB of information stored. As part of the digital transformation project run by Puig, Ricoh was asked to design a new information architecture on top of SharePoint Online and migrate all the collaborative sub-sites to this new information architecture.

### THE SOLUTION

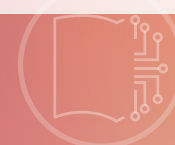
The new information architecture is based on a modern flat pattern architecture, use of hub sites and remote provisioning to create collaborative sites and apply a specific PnP template. Ricoh designed a migration architecture with 5 migration machines where Sharegate migration tool was installed. Puig and Ricoh agreed a migration procedure including the migration batches, migration days and migration windows. As a result, the 1.000 sub-sites were successfully migrated in approximately a month. Puig chose SharePoint Online in Office 365 as the collaboration platform not only to store documents, but also to enable rich collaboration scenarios between both corporate and external users.

### BUSINESS IMPACT

- New, modern SharePoint Online information architecture
- Migration of more than 1,000 collaborative sub-sites
- Self-service solution

“By applying modern information architectures, we have empowered our corporate users to take advantage not only of the rich collaboration features provided by SharePoint, but also its extensibility as a platform to build custom applications.”

**Xavier Castro Urzaiz,**  
Digital Workplace & Markets  
Technologies Manager



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The Swiss Post logo, featuring the words "SWISS POST" in a bold, sans-serif font with a red cross symbol to the right.

## Swiss Post Solutions innovates outsourced mail management with Ricoh Smart Lockers

### THE CHALLENGE

Swiss Post needed to support one of its customers in the Energy sector. This customer needed to make their internal mail and parcel delivery of mail much quicker. As many of their employees ordered items online, they were looking for a safe and secure way that mail could be delivered during office hours and collected by employees at a convenient time. The protection of its workers' mail, as part of a welfare initiative, was essential. Swiss Post needed a solution that would guarantee traceability and security of all mail.

### THE SOLUTION

Ricoh, in partnership with WIB, was able to provide the flexible technology Swiss Post was looking for in terms of hardware and software, but also the speed and security needed. Parcels are now scanned in specialised, sterile areas, using the same machines used at airports. All mail can be tracked until it is delivered to the recipient, who receives a QR code and pin so they can collect their parcel securely from the Smart Locker. Ricoh Smart Lockers are user-friendly and provide greater integration with the processes and operating methods of Swiss Post's customers; they can also be customised for specific customer needs. The lockers also reduce the number of external people present in the offices, improving employee safety.

### BUSINESS IMPACT

- Simplified delivery process
- Deliveries in compliance with privacy & security
- Improved speed of parcel delivery
- Improved end user experience
- Visible reduction in external staff.

“This was also a welfare initiative... and the winning combination of this project came from a mix of technology, innovation and service – but also our employees.”

**Paola Pesenti,**  
Marketing & Communication Manager



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



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## Multinational footwear brand Camper uses Ricoh eShop to empower employees



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

### THE CHALLENGE

Camper is a Spanish footwear company based on the island of Mallorca, Spain. In the midst of the Covid-19 pandemic, the company was in a hurry to find new ways and mechanisms to save time and effort in all their internal processes. Camper's objective was to keep satisfying their customer demand while adapting their purchasing processes to a new reality in which cost reductions and process efficiency were high up the business agenda.

### THE SOLUTION

Ricoh eShop combines agility and efficiency, enabling Camper to order supplies online 24/7 safe in the knowledge that the eShop team is on hand to answer any queries if needed. It allows the extensive IT catalogue to be accessed any time, anywhere and helps to centralise the purchasing process. Ricoh eShop allows a unique user to access all product catalogues relevant for their department(s) and additional users can easily be added and assigned different types of access or approval workflow status. Therefore, eShop perfectly fits the Camper working model.

### BUSINESS IMPACT

- Enables users to source and buy the right products faster
- Competitive pricing
- Saved time and effort to do business during the pandemic
- Empowered work teams
- Access to a large range of products

“We used to compare stock and prices between 3 providers in order to find the best solutions. Now with Ricoh eShop, we know we have all we need in one place with full access to product specifications and stock availability.”

**Jose Arellano,**  
Business Technology Support, Camper



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# Enable Hybrid Working

Ensure connectivity across dispersed workforces

Drive collaboration and creativity



Grow the business



Accelerate digital transformation



Optimise business operations



Enable hybrid working



Sustainable business



**easyJet**

**C | B | I**

**wavin**

**VISMA** | raet

JP/POLITIKENSHUS

**MITSUBISHI ELECTRIC**



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The easyJet logo, consisting of the word "easyJet" in a white sans-serif font on a red rectangular background.

## easyJet uses RICOH Spaces to support flexible hybrid working

### THE CHALLENGE

Low-fares, an unrivalled European network, and friendly customer service have made easyJet Europe's leading short-haul airline. For much of its 26-years, its headquarters have been a hive of activity, with around 1,500 employees spending much of their week working in the Luton Campus head office. Even prior to the pandemic, the airline was exploring smarter working practices to make more effective use of its office environment to encourage greater collaboration.

### THE SOLUTION

After assessing various options, easyJet decided to work with RICOH Spaces to deliver the right solution for its people. To book a workspace, easyJet employees simply use the RICOH Spaces mobile app or web browser and scan a QR code on the reserved desk to log their arrival. Currently, employees are recommended to come to the Luton campus up to three days a week based on a role-driven approach. Processes are also in place to safeguard roles that are critical to the operation on site, as well as to ensure everyone feels safe at work. The Property Team at easyJet actively uses the reporting tools within RICOH Spaces to explore current and historic workspace usage, and to assist with future changes.

### BUSINESS IMPACT

- Safe and secure return to work after the pandemic
- Greater employee confidence
- Detailed workplace usage data drives more cost-effective use of office space
- Potential to support many future projects, from using IoT sensors to room booking.

“Ricoh continues to be a great partner to easyJet. Ricoh offers truly agile service delivery, and RICOH Spaces will form a central part in our workplace model moving forward as we refine and develop even more effective and collaborative ways of working.”

**Charlie Rainer,**  
Head of Corporate Technology at easyJet

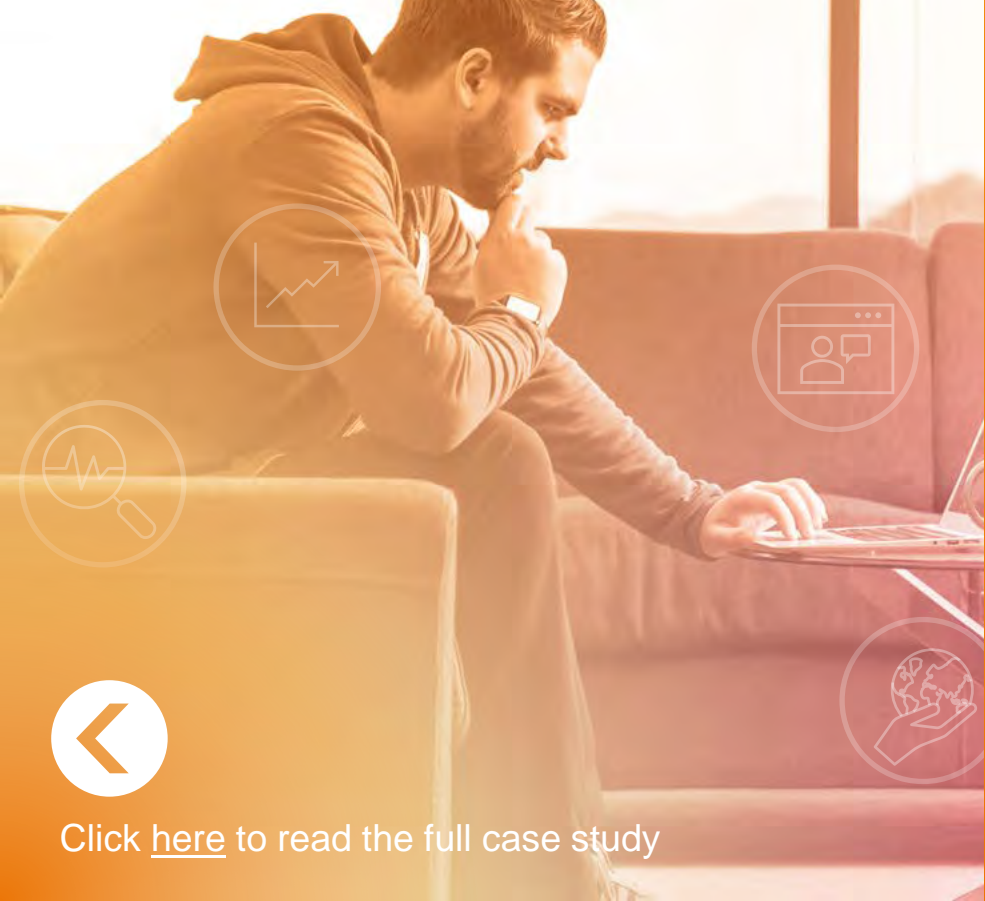


Click [here](#) to read the full case study

The RICOH logo, featuring the word "RICOH" in a bold, white, sans-serif font above the tagline "imagine. change." in a smaller, lowercase, white, sans-serif font. The background is a dark red gradient with a faint white icon of a hand holding a globe.



## CBI partners with Ricoh to create state of the art, high-productivity workspace



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

### THE CHALLENGE

Headquartered in London, the Confederation for British Industry (CBI) is a not-for-profit membership organisation that provides advocacy, training, support, and information services to 190,000 private sector businesses. As the organisation strives to find smarter ways of working, a move to a new London headquarters provided an opportunity to demonstrate fresh thinking. With technology transforming the business landscape, the CBI looked to set an example as a digital innovator by using cutting-edge tools to drive workplace efficiency and deliver greater value to members. With such wide-ranging objectives, the CBI looked for a partner that could provide expertise in business process optimisation and a portfolio of digital solutions to turn concepts into reality.

### THE SOLUTION

After an initial consultation, the CBI engaged Ricoh to lead the project, and began by implementing Ricoh managed print solutions. To modernise its market survey tools, the CBI worked alongside the Ricoh software team to develop a customised platform for gathering and analysing the data, and presenting the results. More recently, the CBI deployed the RICOH Spaces solution to facilitate employees' return-to-work at Cannon Place. The organisation is using a centralised digital desk booking system to manage when and where employees can work within the site. When employees request a desk at a specific time, the CBI assigns an available, cleaned workspace, and ensures that the surrounding area is vacant to comply with social distancing guidelines.

### BUSINESS IMPACT

- Safe return to work during COVID-19 pandemic
- Efficient use of office space and optimised layout design
- Improved member services
- State of the art workplace environment

“We have enjoyed a long and fruitful relationship with Ricoh stretching back decades. Early in the selection process, we visited the Ricoh UK offices in Northampton and were hugely impressed with the digital solutions and modern working processes on show. We knew that we were talking to the experts in workspace transformation.”

**David Peters,**  
Head of IT, the CBI



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The Wavin logo consists of the word "wavin" in a lowercase, sans-serif font, enclosed within a blue rounded rectangular border.

## Improving collaboration through workplace transformation

### 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

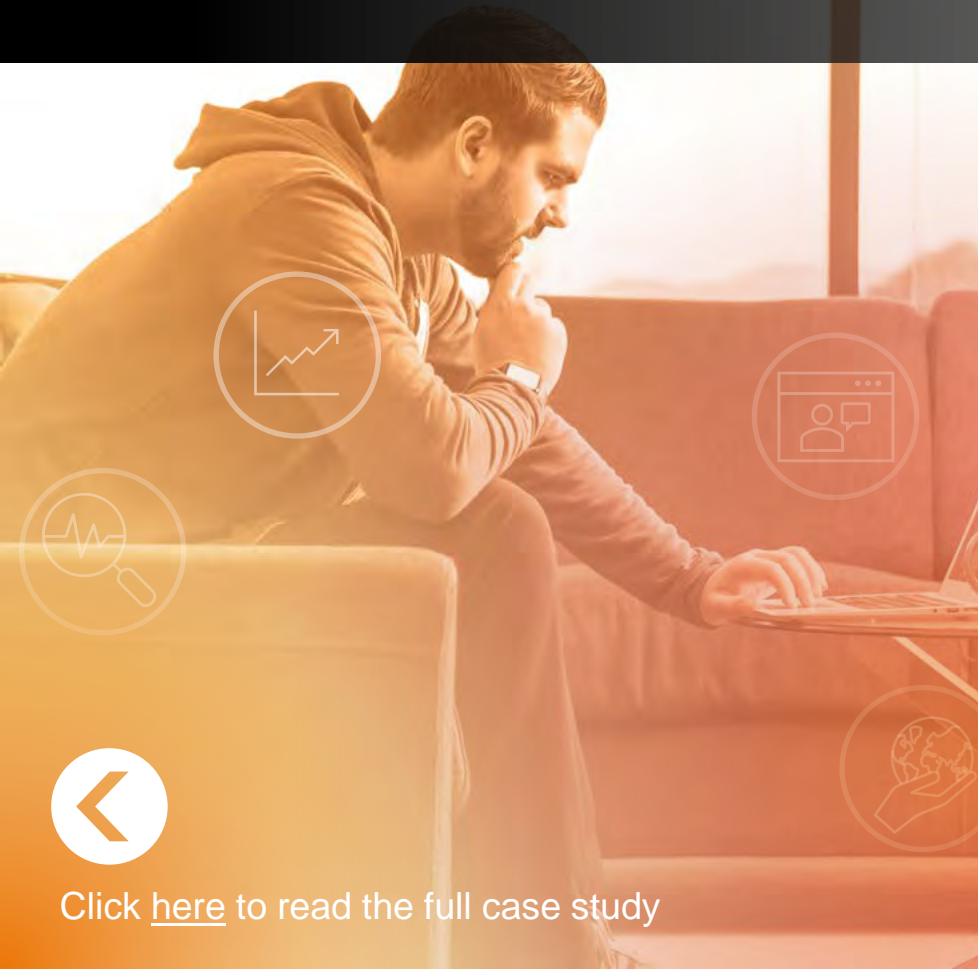
“By having a dedicated academy and showroom, staff now have somewhere truly innovative to bring customers and for training purposes. The technology looks sophisticated but is easy to use and set up for meetings.”

**Phil Swaincott,**  
Category Manager

The Ricoh logo features the word "RICOH" in a bold, uppercase, sans-serif font, with the tagline "imagine. change." in a smaller, lowercase, sans-serif font below it. The background of the logo area is a dark red with a faint circuit board pattern.A white circular icon containing a black left-pointing arrow.

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

# Cloud based workplace reservation system ensures agility during COVID-19



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

## THE CHALLENGE

When Visma | Raet decided to renovate its office, the organisation began looking for an online room booking solution. Then came Covid-19. Finance and IT director, Tom van Dael, explains: "Suddenly we were faced with the challenge of returning everyone safely to the office on time and in accordance with current guidelines. Along the way, it became clear that we would need to follow a more hybrid approach to working. How can you make sure that you know who is coming into the office, and when, that there are enough workplaces and that colleagues can find one another quickly? We were looking for a solution that allowed employees to reserve a flexible workplace based on capacity available, and that would allow us to have a clear overview of the occupancy level."

## THE SOLUTION

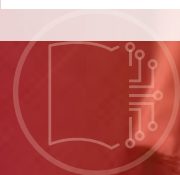
Visma | Raet chose RICOH Spaces, a cloud-based reservation system. The app contains a map of the office showing which workplaces are reserved, and by who. This makes collaboration easier and enables the facilities department to flexibly adjust available capacity, which is ideal as rules for large groups change regularly due to coronavirus. Ricoh also provides Google Workspace integration, which means the Ricoh solution can be accessed from the company's Google tools, and reservations appear in employees' calendars immediately.

## BUSINESS IMPACT

- Intuitive system gives confidence to employees returning to work safely
- Ability to anticipate the hybrid working trend during the pandemic
- Enables more sustainable and cost-efficient decisions

"The system is intuitive and gives employees confidence that they can return to the office safely. We can prevent peaks and adjust planning so that there's time to clean a desk after it has been used."

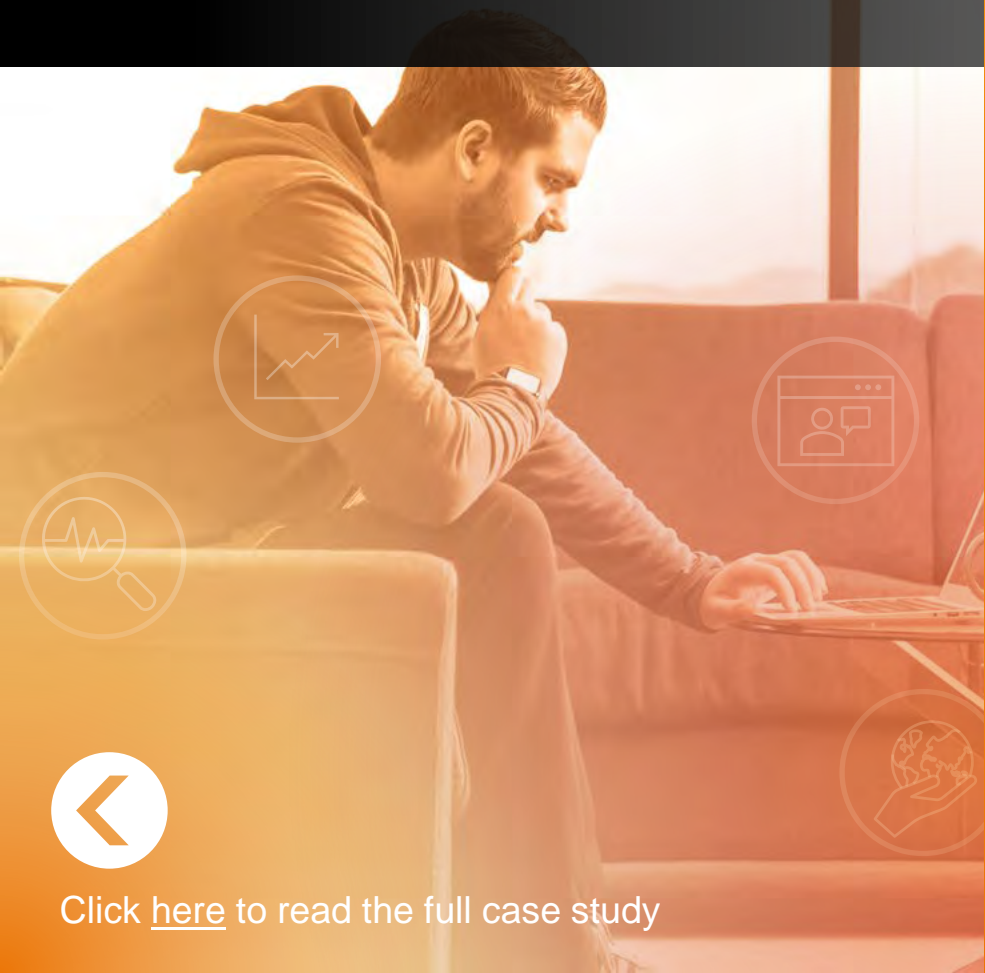
**Tom van Dael,**  
Finance and IT Director, Visma | Raet







## Danish publishing house benefits from Ricoh's video-conferencing solution



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### 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

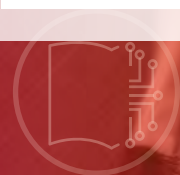
Ricoh updated the company's audiovisual technology and implemented an easy-to-use Virtual Meeting Room solution, based on Ricoh UCS Advanced. Ricoh used Polycom technology to link legacy audiovisual components, such as monitors, projectors and speakers. Staff are now able to host interactive, multi-participant 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.

### 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

### 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.

### 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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## Bayer Nordics teams up with Ricoh to drive cutting-edge research and development

### THE CHALLENGE

Bayer is a leading life sciences company specialising in pharmaceuticals, consumer health, and crop science. Recognising that effective interdepartmental collaboration is a key ingredient for its success, Bayer Nordics set out to enhance communication across the region and free up resources for innovation. With online meetings and digital technologies becoming integral to modern working life, keeping the flow of ideas running smoothly demands robust, flexible collaboration solutions. When Bayer Nordics moved its head office to a new location in Stockholm, the company sought to support more remote working, achieve an optimal distribution of meeting spaces, and improve ability to host hybrid in-person and online meetings. To reduce costs and eliminate complexity, the company also looked to standardise its AV solutions and ensure a consistent, user-friendly experience across all meeting spaces

### THE SOLUTION

Bayer Nordics enlisted Ricoh to help the company design standardised, state-of-the-art meeting rooms for offices in five countries, starting with its new Stockholm office. To achieve consistent performance across all room types, Ricoh installed Cisco WebEx Room Kits in all meeting spaces and integrated them with best-of-breed monitor, microphone, speaker, cabling, and wireless hardware from leading vendors. For efficient room management, Ricoh deployed digital signage and implemented RoomWizard, a digital room booking system from Steelcase.

### BUSINESS IMPACT

- Meeting room service cost reduction of 10,000 euros per year for each room
- Hugely improved user experience
- More time freed up for R&D
- Best mix of room types and sizes for employee needs

“Ricoh’s proposal clearly showed us that they had the expertise to support our international AV transformation strategy, both from the initial design stage to integration and on-site technical support.”

**Marcus Kern,**  
Senior Infrastructure and Support Specialist



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# Sustainable Business

Reduce waste and cost

Ensure employee and visitor wellbeing

Reduce carbon footprint

Grow the business



Accelerate digital transformation



Optimise business operations



Enable hybrid working



Sustainable business







## Ricoh helps Sodexo improve the quality of life for its employees

### 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.

### 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



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## High-performance, sustainable infrastructure for NWG Italia

### THE CHALLENGE

NWG Italia operates in the sustainable energy sector, focusing on household energy efficiency and installation of low-impact, high-value equipment, such as solar panels. The company's approach to the society in which we live and to the future centres around innovation and sustainability. The company needed to innovate its data centre to increase infrastructure capacity to handle growing workloads and improve flexibility and reliability.

### THE SOLUTION

Ricoh has implemented new infrastructure that now relies on high-performance servers and storage and back-up systems to ensure services are always available. This has helped support the move to a new way of working since the pandemic began and guarantees the speed and responsiveness required for the company to compete in current and future scenarios.

### BUSINESS IMPACT

- Consolidation of the two previous forms of architecture
- Rapid migration
- Optimal performance
- Cost optimization
- Environmental sustainability
- Flexibility and modularity

"Building new architecture with Ricoh proved to be the right choice. When the health emergency began, we were prepared. IT supported the transition to remote work by allowing us to manage all the applications we needed to remain operational, without the need for upgrades or extensions and without any kind of disruption".

**Andrea Bargiotti**  
IT Manager, NWG Italia



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Ricoh Europe Case Studies



Ricoh Business Solutions

