



LEADING CHANGE AT WORK

Mid Size Business
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 mid-size businesses. 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 Mid Size Businesses



➤ 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

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Grow the business

Reach new customers

Enable and support the sales function

Improve customer experience



Grow the business

Accelerate digital transformation



Optimise business operations



Enable hybrid working



Sustainable business



COPERNICO

hyground
consulting

SoftBank
Robotics

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The Copernico logo consists of the word "COPERNICO" in a bold, sans-serif font. Above the letters "P" and "R" are two horizontal bars, one orange and one yellow, stacked vertically.

Smart working space provides clients with hi-tech smart lockers for collecting parcels



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

THE CHALLENGE

Copernico is situated in the heart of Milan and offers a space for those who want to experience office work in a new way. Since 2015, Copernico has been offering spaces to stimulate creativity, innovative content and social networking amongst various members of the community. Copernico wanted to guarantee a service to their clients for receiving parcels and correspondence and approached Ricoh for a solution.

THE SOLUTION

Ricoh devised a system integration project tailored to Copernico's needs. Smart lockers were installed, coupled with technical assistance to ensure that services are constantly available. Ricoh continues to advise on how to best use the lockers, ensuring innovation is genuinely bespoke. The smart lockers allow enable optimum management of correspondence, as well as parcels and goods. When delivery occurs, the parcel or letter is lodged inside a locker. The recipient receives an email containing instructions for collection along with a unique code to be typed into the smart locker touchscreen in order to open the locker containing the item.

BUSINESS IMPACT

- Enhanced client experience
- Bespoke innovation
- Efficient correspondence management

"Everything is extremely straightforward and we have been able to avoid the costs associated with a dedicated logistics office".

Neil Fray,
Federico Lessio, Head of Experience at
Copernico



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Hyground Consulting helps customers streamline procurement with online purchases



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

THE CHALLENGE

Hyground Consulting provides enterprise print services for businesses in a wide range of sectors, including banking, construction, education, real estate and more. It goes the extra-mile to tailor its solutions to clients' unique needs and business models. With more businesses moving away from physical media and embracing digital delivery, the company set out to diversify its business model to offer a broader range of products and services, reduce costs, and improve efficiency, while ensuring consistently excellent service.

THE SOLUTION

As one of Hyground Consulting's trusted IT partners, Ricoh suggested that the company move its procurement processes online using The Ricoh eShop. This end-to-end e-procurement platform offers enhanced reporting, analytics capabilities, and robust approval controls. The Ricoh eShop has over 90,000 high-quality consumable products from 350 trusted brands listed on its catalogue. Working closely with the Ricoh team, Hyground Consulting customised the look and feel of The Ricoh eShop with the company's unique brand identity and created secure log in details for each of its clients.

BUSINESS IMPACT

- Access to a wider range of consumables
- Increased procurement efficiency
- Employees able to dedicate more time to delivering excellent customer service
- Better placed to meet the challenges of a digital future

“By diversifying our business with The Ricoh eShop, we are much better placed to meet the challenges of a digital future, and rapidly adapt our business model in response to sudden market changes.”

Kath Robinson, Key Account Manager at Hyground Consulting



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SoftBank Robotics engages Ricoh to support the launch of its ingenious cleaning robot



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

THE CHALLENGE

SoftBank Robotics designs and manufactures cobots (collaborative robots) to support businesses across a range of industries. Whiz, the world's first commercial cleaning robot, is the latest ingenious creation from SoftBank Robotics. Having launched in 2019, the company knew that providing fast, effective post-sales services would form an essential part of commercial success. Developing in-house capabilities would take up time and funds, so it sought a solution to deliver outstanding support to Whiz customers, rapidly, cost-effectively, and at scale.

THE SOLUTION

The company decided to harness a dedicated maintenance and repair service from Ricoh. When Whiz customers report issues, SoftBank Robotics distributors hand the requests to the Ricoh Service Operations Centre (SOC) in Poland. Ricoh works to identify the problem based on the error code shown on the Whiz interface. For software faults, SoftBank Robotics engineers provide the resolution; for hardware issues, Ricoh collects the device, completes remediation at its repair centre in France, and returns Whiz to the customer's location, all within a ten-day timeframe.

BUSINESS IMPACT

- Supports ongoing market expansion
- Delivers exceptional customer experience that builds brand loyalty
- Powerful marketing tool to attract more Whiz customers
- Cobot operates at peak efficiency

“With Ricoh, Softbank Robotics is well-placed to bring our products to more and more European customers to meet ever-increasing demand, improving our customers’ lives and making the world a better, happier place.”

Stefano Bensi, General Manager of SoftBank Robotics EMEA



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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





Ricoh delivers business change and transformation for leading UK agronomy firm

THE CHALLENGE

Agrovista is a leading supplier of agronomy advice, seed, crop protection products and precision farming services. Over the last few years, Agrovista has experienced considerable growth and change. Internally, increasing revenues, business expansion and more staff are driving significant organisational and operational change. Externally, customers expect more digital capabilities and interaction. Agrovista realised that one of the enablers to change is technology, but IT investment had fallen behind business growth. IT systems and infrastructure were out-dated and could not support a shift to a digital, process-led organisation.

THE SOLUTION

Under the umbrella of Ricoh's Workplace Services, Agrovista has utilised Ricoh change management consultancy and training as well as IT Infrastructure Services, Communication and Application Services and Managed Document Services. When Agrovista moved to new headquarters in Nottingham, Ricoh carried out several process and resource audits to determine current status, how people and the organisation operated and how this could be improved. Ricoh advised Agrovista on designing and setting up an ergonomic and collaborative work environment that maximised space and services.

BUSINESS IMPACT

- Modern IT infrastructure
- Digital services for employees and customers
- Efficient, cost-effective, less wasteful office services
- Modern, integrated, cloud applications and services

“The impact of Ricoh's expertise and experience has made our transformation painless and smooth. It meant we could move from the old, small-office, limited-communication environment to an open-plan office that is far more conducive to collaborative working.”

Duncan Brown, Finance Director at Agrovista UK Limited



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Camden Council drives smarter working with Ricoh Business Process Services

THE CHALLENGE

The London Borough of Camden is a local government authority with a strong social ethos to provide the best possible public services. The council is digitising its use of data and information to deliver joined-up services, have more informed decisions and make it easier for citizens to access services. Under its Smarter Working Programme, the council wanted to improve its post and print operation by shifting it from a traditional, on-site process to a digital one. There was a drive to increase digital services and therefore reduce print and associated costs and environmental impact. The mailroom, for instance, was manual, slow and labour-intensive and print was becoming costly to run and occupied expensive real-estate.

THE SOLUTION

Camden is using a Ricoh Business Process Service to deliver digital transformation and outsource most of its mail and document handling functions. The service covers three areas of operation - production and managed print, document management and inbound and outbound digital mailroom services. Much of Camden's print is now managed by Ricoh and produced either by a Ricoh production print centre or by a Ricoh and Camden-approved specialist reprographics companies.

BUSINESS IMPACT

- Significant reduction in print, document management and mail costs
- Improved business agility and efficiency
- More joined up processes, saving time & minimising error
- Improved service to Camden borough citizens

“The Ricoh service is very high on the council’s agenda. It’s a huge support to our services and is fundamental to communicating the business of the council to the community. During the COVID-19 pandemic, with our digital strategy and Ricoh services in place, the council was functioning and working remotely.”

Ros Daniel, Creative Services Manager at Camden Council



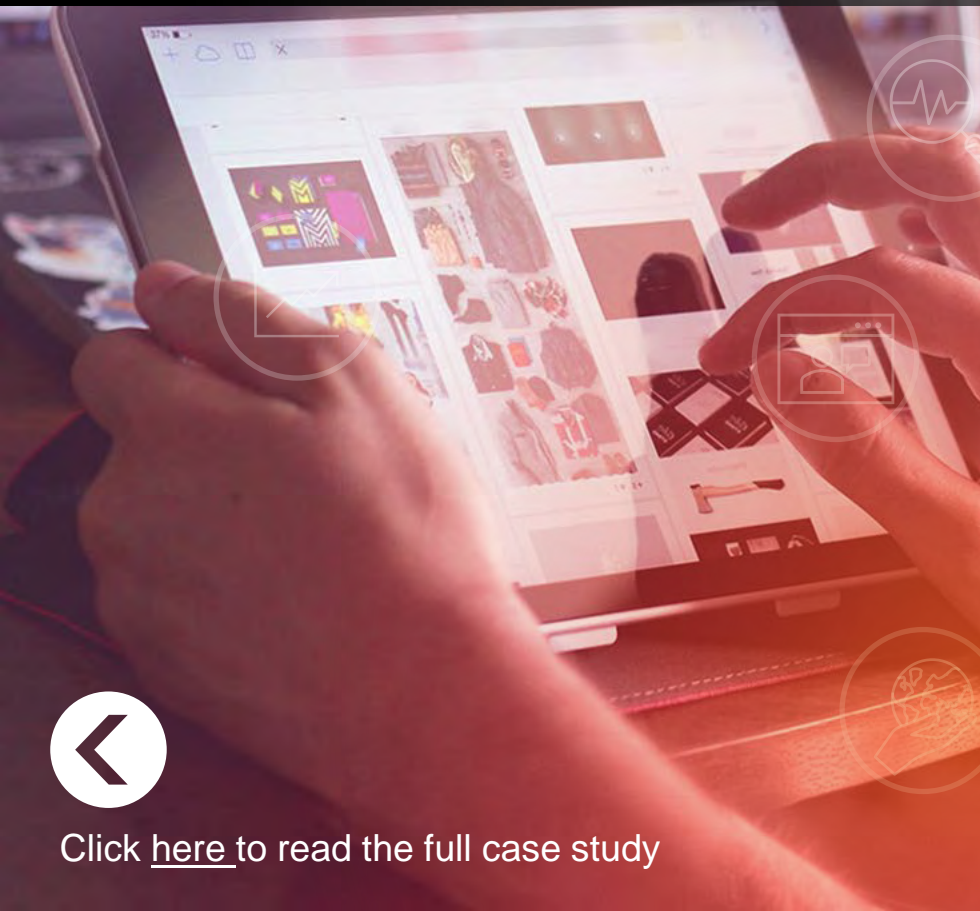
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Ricoh's high-tech digital signage solution replaces paper-based signage



THE CHALLENGE

Confcommercio Milano boasts a 2,600 m² exhibition centre, a well-equipped conference room with seating for up to 800 delegates, and numerous smaller meeting rooms. Historically, welcome messages and event information were displayed using paper-based signage. The production of this was costly, and the process did not support flexible content management. Confcommercio Milano required a modern and dynamic digital solution that would complement the impressive surroundings and improve event communication.

THE SOLUTION

Ricoh developed a centrally managed solution which enables event information to be updated in real time and displayed on high-tech digital panels designed to complement the art nouveau décor. Real-time multimedia control Ricoh's multimedia signage, which includes a stretched 86" display and a number of discrete 55" panels, welcomes visitors and directs them to their conference rooms. Outside the conference rooms, neatly framed panels are used to confirm meeting arrangements and display company logos and other relevant information. Voome Jade software is used to manage the signage. The cloud-based platform, supported by Ricoh, can be accessed remotely and provides centralised, real-time control over the signage and its messaging.

BUSINESS IMPACT

- Relevant event information displayed in real time
- Reduced cost by switching from paper to digital
- Flexible, remote content management
- Modern and dynamic technology

"Ricoh is a key partner. They are flexible and develop projects based on our specific needs. What is more, they allow us to forget the complexity behind the solutions."

Antonio Tascoe, Head of Purchasing



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European contract hire company becomes a digitally-driven industry leader

THE CHALLENGE

Fraikin - one of Europe's largest commercial vehicle leasing providers – had a vision to throw off its legacy image and become a smart, modern, digitally-driven industry leader. A recent takeover of group ownership provided an opportunity to establish a vision of a company that was modern, professional, digitally astute and better positioned to add new services and grow business opportunities. Fraikin re-branded its corporate image but realised that fundamental change could only be achieved by the way the whole business operated. A catalyst for change was Fraikin's decision to move out of its old headquarters and into new offices.

THE SOLUTION

Fraikin was talking to its print supplier, Ricoh, about renewing its printer fleet and Ricoh suggested speaking with the Ricoh Workplace Services (WPS) team to design the new offices. Fraikin engaged with Ricoh WPS to manage its entire HQ relocation. This comprised three main phases – analysis, design and transformation. In the third phase Ricoh managed construction of the new office. It was built over one floor and laid out in two figures of eight with meeting rooms, learning spaces and collaboration pods in the centre, walk ways and open-plan seating on the outside. Meeting rooms have the latest collaboration and communication technology.

BUSINESS IMPACT

- New HQ is a more modern, efficient & valued workplace
- Improved inter-function communication and collaboration
- 50% space reduction, yet retaining same staff numbers
- £40k annual saving on rent costs

“With Ricoh Workplace Services, we’ve delivered one of the most important, positive, and impactful transformations the business has experienced in the last 10 years. Reaction from visitors has been phenomenal.”

Henry Horsfall, HR Director, Fraikin



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sbhotels

SB Hotels secures critical data against evolving cyberthreats with Ricoh

THE CHALLENGE

SB Hotels operates nine four- and three-star hotels in central locations in Barcelona, Madrid, Tarragona, and Terres De l'Ebre. Relying on standard antivirus and cybersecurity tools to safeguard sensitive customer data left SB Hotels concerned about its potential exposure to risk. To remedy this, it looked to strengthen its cybersecurity posture, putting in place robust measures to detect, prevent, and respond to evolving ransomware, malware, and virus threats. Along with comprehensive network and endpoint security, the group wanted a new approach that would scale to protect operations across all of its nine hotels, and lighten the load on its IT team.

THE SOLUTION

Ricoh completed an in-depth analysis of the hotel group's long-term cybersecurity, operational, and budgetary challenges and objectives, before recommending an integrated next-generation firewall and endpoint security solution from Sophos. SB Hotels quickly approved the proposal, and Ricoh completed the implementation in just two weeks. During the process, Ricoh installed the Sophos platform across the hotel group's server environment, and provided guidance to remote workers on how to add the tools to their laptops and mobile devices.

BUSINESS IMPACT

- Strengthened security posture against emerging threats
- Automatic detection and protection against ransomware, malware, and other threats
- Saved time for the IT team so it can focus their resources on more valuable tasks
- Simplified the task of securing growing numbers of network endpoints

“Ricoh provided very effective collaboration, from the solution design phase through to implementation and training, ensuring that the learning process for our IT team was very quick and simple.”

SB Hotels Spokesperson



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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





DocuWare automates digital workflows & improves agility at Spanish manufacturer

THE CHALLENGE

Industrias YUK, a Spanish transmission elements manufacturer based in Valencia, receives around 50 documents every day: delivery notes, invoices, budgets, payroll, contracts, bank receipts, expense notes. All of these documents require ordering and processing, so the company wanted to find a solution to digitise and automate their document management, therefore saving time and improving customer service.

THE SOLUTION

YUK opted to invest in DocuWare on-premise, which was implemented by Ricoh in just 3 weeks. DocuWare integrates with YUK's computer system GeinforERP, which helps to validate data, automatically assign document owners and reduce manual errors. DocuWare also includes mechanism-based intelligent document indexing and automatically links/retrieves archived documents from other applications and Outlook mail. Invoice approval flows are now automatically and instantly approved and all documentation is centrally and digitally archived. The overall productivity of the company has increased exponentially, improving the end customer experience.

BUSINESS IMPACT

- Improved customer service
- Automated internal processes
- File searching efficiency: 90% time saving
- Unlimited online storage
- Efficient, digital archiving

“Future management would not be possible without a tool like DocuWare. We have experienced a notable improvement in agility and productivity.”

Rodrigo Andrés, Commercial Director at YUK



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Pneumax centralises and digitises documentation with DocuWare

THE CHALLENGE

Pneumax is a Basque company that produces and distributes customized pneumatic solutions, providing a complete service in the field of industrial automation. The company wanted to reduce paper, improve data searches, reduce manual errors and generally operate in a more agile way. Specifically, they had difficulty finding paper manufacturing orders and finding the components that had been used in each one, a process that involved areas such as Administration, Customer Service, Technical Office, Accounting and Finance.

THE SOLUTION

In 2019 Pneumax chose to implement DocuWare to digitise sales records and index manufacturing orders. It was selected for its cloud based capabilities and strength of association with the Ricoh brand. Work orders are now indexed automatically, duplications are avoided and new clients can be registered quickly and integrated into the ERP without any error. Documents can be accessed from anywhere, on any device and the 'Full Text' search functionality enables any document to be located instantly. Pneumax has also chosen to renew its entire fleet of multifunctional printers with Ricoh because the devices work with DocuWare to digitise and archive documents.

BUSINESS IMPACT

- Automated indexing
- Fast customer registration
- Reduced errors and document duplication
- Integration with Ricoh MFPs and ERP system

“Docuware adapts to our needs and is a very flexible solution. It enables us to access documents from anywhere and on any device, which is priceless during Covid-19”

Iñaki Kruzelaegi, Manager at Pneumax



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Recruiter uses Ricoh to move IT funding from a capital to operational expense

THE CHALLENGE

Rethink Group is a talent management recruitment business based in the UK with offices in England, Ireland, Singapore and Melbourne. The company had no internal IT function, so was looking for a global partner who had the resources and depth of knowledge to provide service desk support, a managed print solution and IT infrastructure across all offices. Rethink Group selected Ricoh because they demonstrated a real partnership approach and excellent customer engagement.

THE SOLUTION

Ricoh deployed its infrastructure and services quickly and efficiently and immediately helped Rethink to become more mobile, agile and productive. Costs were very transparent, reporting was provided regularly, and Ricoh was immediately available to help with any support required. The cost of infrastructure across the offices was reduced as hardware became less complex and the service desk lifted the burden of everyday queries.

BUSINESS IMPACT

- Reduced IT costs by 40%
- Increased agility
- Managed service across all regions
- More effective planning and budgeting

"Rich has a really good way of engaging customers to make sure that a real partnership is developed."

Tim Jacob, Operations Director at Rethink Group



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



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Ricoh Smart Integration reduces complexity, cuts costs and improves client service



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

THE CHALLENGE

Frisk Utvikling provides occupational health, training, guidance and skills advice on behalf of the Norwegian government. Frisk relies on secure, GDPR-compliant services to capture, store and manage personal data, at both the local office and nationwide levels. Deploying, configuring and maintaining on-premises servers and equipment at each location previously absorbed significant time and resources. As systems proliferated, costs were rising, and security and compliance risks started to grow. Faced with its IT challenges and GDPR obligations, Frisk looked for ways to simplify its infrastructure, reduce costs and improve productivity.

THE SOLUTION

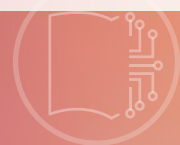
Frisk chose Ricoh Smart Integration, removing local on-premises servers and connecting its existing Microsoft Office 365 solutions to new Ricoh smart multifunction printers. The Ricoh Smart Integration apps allow Frisk to scan hardcopy documents and convert them to editable digital files, compatible with Microsoft Office 365 formats. All data is securely stored in the cloud, with the ability to share with authorized users while ensuring GDPR compliance. Cillion deployed 60 Ricoh multi-function printers at Frisk offices and Ricoh Smart Integration apps can be installed, upgraded and managed remotely.

BUSINESS IMPACT

- Reduced office print, paper, and physical storage costs
- Enhanced GDPR compliance
- Simplified IT landscape
- Greater business flexibility

“A conservative estimate is that in the past the administration, maintenance, and human resources support for each server cost us 50,000 Kroner annually. Ricoh Smart Integration is around one-tenth of this cost, is easier to manage, offers enhanced capabilities, and delivers us greater data security than before.”

Bjørn Bellaris, Digital Solutions Leader at Frisk Utvikling



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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

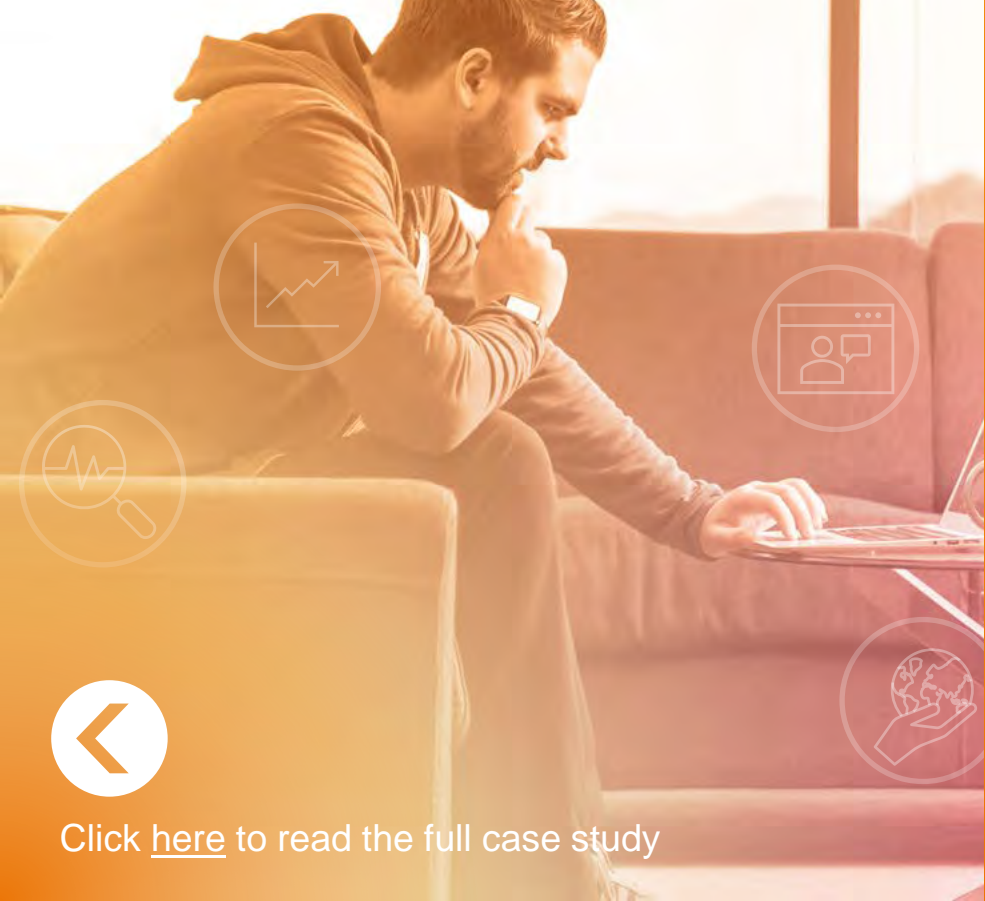


Sustainable business





Digital developer fosters a unified and inclusive culture with Ricoh technology



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THE CHALLENGE

Better Collective is a leading developer of digital platforms for sports betting. The company is growing at pace and, with 5 offices and more than 250 partners worldwide, collaborative communication was becoming a challenge. With its teams unable to meet in person, the company needed an integrated videoconferencing and communication system. Keen to foster a unified and inclusive culture, Better Collective sought a solution that would allow its employees to communicate seamlessly with each other and with external stakeholders.

THE SOLUTION

Ricoh implemented a Virtual Meeting Room solution, based on Ricoh UCS Advanced. The system allows Better Collective's employees and stakeholders around the world to collaborate in real time using videoconferencing facilities, their desktop, tablet or mobile phone. Ricoh UCS Advanced was selected for its ease of use and interoperability with other services, including Skype for Business and G Suite. Ricoh also updated Better Collective's videoconferencing technology, installing integrated Polycom Group 310 systems, which incorporate smart-camera technology, provide simple touchscreen control over the audiovisual environment, including interactive whiteboards, monitors and other external inputs.

BUSINESS IMPACT

- More reliable, higher quality audio visual connection
- Enhanced corporate culture: stronger sense of inclusion
- Better connection between remote individuals & teams

“Ricoh UCS Advanced calls are easy to join, regardless of where you are or how you access the service. Our employees can join meetings from their desktop, mobile phone or the conference room.”

Martin Andersen, IT Manager at Better Collective



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Spanish law firm democratises business collaboration with Ricoh technology

THE CHALLENGE

Corporate law firm Cuatrecasas has 27 offices around the world and close to 1,000 employees. Their main challenge was to find a solution that would allow each and every one of its offices to collaborate in the most agile way, avoiding unnecessary travel and achieving fluid communication. Another challenge was to achieve integration with the existing management tools in the company to allow the sharing of large volumes of documents and achieve real time collaboration.

THE SOLUTION

Ricoh installed 43 Cisco videoconferencing devices and supporting infrastructure together with Firewall Traversal security as well as an internal conferencing platform. The Avaya multipoint MCU (up to 30 simultaneous points) is complemented with a outsourced service for greater capacities. Ricoh also provides the firm with support and maintenance services for the entire video conferencing network. Additionally, for comprehensive collaboration, mobile printing enables information to be managed from any device and place, while maintaining safety and sustainability standards, improving user experience and facilitating total employee mobility.

BUSINESS IMPACT

- Comprehensive collaboration solution
- Advanced user experience & improved interaction levels
- Increased productivity: accelerated decision making
- Significant reduction in travel costs

“Ricoh technology is very robust and reliable. We are now able to achieve the same level of quality, with a single reporting system, across all of our offices.”

Francesc Muñoz, CIO at Cuatrecasas



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MIRA Police Zone rolls out state-of-the-art command centre and meeting rooms thanks to Ricoh

THE CHALLENGE

MIRA Police Zone includes the West Flemish municipalities of Waregem, Anzegem, Avelgem, Spiere-Helkijn, and Zwevegem. Some 130 officers serving around 85,000 citizens work in the brand-new headquarters, which opened its doors at the end of 2020. The police zone was looking for a solution for the design of the meeting rooms and the command centre.

THE SOLUTION

Ricoh equipped all rooms optimally with modern technologies, from room booking and options for video conferences to screens and a video wall on which helicopter images could be projected. In addition to all the meeting options, Ricoh also provided communication via digital signage. Employees are shown internal information on screens in different areas of the building. The MIRA Police Zone also plans to extend the system to the district offices, so that all the information can be distributed from one central environment to different locations in the zone.

BUSINESS IMPACT

- User friendly system, which simplifies the configuration process
- Enables remote, secure collaboration between sites
- Future proofed office space
- Facilitates faster police response

“The solution Ricoh proposed felt the most complete. They looked at all the needs we have in our meeting rooms. They were also able to fully equip our command centre with the help of their partners.”

Jordy Vermeeren, IT Consultant for the MIRA Police Zone.



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MASA boosts productivity by strengthening company-wide collaboration with Ricoh

THE CHALLENGE

Founded in 1976, MASA is Spain's leading provider of specialist production plant maintenance services. To keep industrial plants running smoothly, every expert in MASA—from mechanics and electrical engineers to maintenance teams and HR professionals—must work together quickly and effectively. Previous collaboration tools proved costly to manage and were underutilised by employees, so the company sought a new solution to encourage greater teamwork and help employees source the information needed to work more productively.

THE SOLUTION

To achieve its vision of a new, seamless and digitally-driven way of working, MASA turned to Ricoh. After assessing the company's specifications, Ricoh recommended a new collaboration suite based on Microsoft SharePoint, OneDrive for Business, and Microsoft Office 365. The COVID-19 pandemic struck just as MASA started the deployment of the new solutions, leading many project stakeholders within the company to switch to working from home. To keep things moving forward, Ricoh adapted quickly and provided remote deployment resources.

BUSINESS IMPACT

- Boost in user engagement, leading to higher productivity and efficiency
- 36% increase in intranet usage in the first 6 months and over 20,000 documents updated each day
- Improved collaboration between office and remote based employees
- 80% reduction in VPN usage, reducing connection complexity

“Supported by Ricoh, we launched a new intranet solution in the middle of a global pandemic, with minimal disruption to our core business. We were impressed with how quickly the Ricoh team adapted to a remote deployment model. Thanks to their agility, we completed the implementation without errors”.

Andrés García-Baltasar Romero, IT Manager at MASA



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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 solution improves Dutch hospital's patient flow

THE CHALLENGE

The ambition of the Jeroen Bosch Hospital is to make the healthcare environment more patient oriented and hospitable amid increasing expectations and advancements in technology. With a recently opened new building, this major Dutch hospital is striving to enhance patient care. An important component of this has to do with optimising the provision of information to patients, including where they need to be for appointments and at what time.

THE SOLUTION

The hospital's ultra-modern new building has installed Ricoh's Patient Workflow Management solution, arranging all logistics around patients in an intelligent way, so that visitors can be kept better informed about waiting times at the organisation's outpatient clinic, specialist and radio diagnostics departments, and blood sample service. Located at the entrance to Jeroen Bosch Hospital's new building is a central registration counter where patients are given a hospital card. Three data-check kiosks have been placed in the hall, which patients can use to manage both their own medical and visitor information. Their card allows them to access all the logistical details needed for their hospital stay.

BUSINESS IMPACT

- Better quality patient care
- More on time appointments
- Increased patient satisfaction
- Staff time freed up
- Improved patient flow

“Ricoh is helping us to provide as much relevant information as possible to the patient, which is important for their hospital visit experience.”

Saskia Cornelissen, Team Member at Jeroen Bosch Hospital



Ricoh solution transformed into a critical business continuity tool

THE CHALLENGE

Coventry City Council is an authority responsible for providing local government services to 360,000 people in the city. The council needed to manage and distribute IT inventory efficiently and enable a channel shift away from unnecessary hand-holding to more self-service. It was about to deploy a Ricoh Smart Locker solution as part of its initiative to develop a more agile workforce, but when the Coronavirus crisis hit the UK, it transformed the Ricoh solution into a critical tool for protecting staff and ensuring business continuity.

THE SOLUTION

As part of its Workplace Services offering - aimed at improving work environments and productivity - Ricoh deployed a Ricoh Smart Locker solution at Coventry City Council. Meeting the challenge of the Coronavirus has transformed the Ricoh Smart Locker solution from a system to improve IT operations to a mission-critical technology for protecting staff, maintaining essential services and adhering to Government lock-down measures. As soon as the Smart Locker system went live, the council needed more lockers to meet increasing demand. The additional lockers have enabled the council to employ new staff immediately and provide them with the equipment they need to bring care and support to people quickly.

BUSINESS IMPACT

- Staff protected during Coronavirus crisis
- Business continuity & essential services maintained
- Reduced need & risk for onsite ICT team from 20 to 2
- Reduced time spent on basic ICT support by 95%

“In the face of the Coronavirus crisis, the Ricoh Smart Locker solution has become critical to protecting the Coventry City Council workforce and enabling it to deliver essential services to the community.”

Gary Griffiths, ICT Engagement Lead at Coventry City Council



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Upgrading of 400 software applications improves user experience

THE CHALLENGE

The government of the Principality of Asturias in northwest Spain sought to improve its digitisation across education and healthcare sectors, and in 2017 awarded a contract to Ricoh Spain IT Services for the upgrade of 400 back office and citizen service software applications.

THE SOLUTION

The project has focused on the maintenance and development of the Principality's main software applications using cutting-edge technologies such as Liferay for portals in what is currently the largest software maintenance contract in the entire autonomous region. The project covered the following tasks: technical advice and support, receipt of new software, compliance with service level agreements, corrective maintenance: receipt, resolution, proper scaling, age, evolutionary/adaptive maintenance: estimation, planning milestones, redeployments, software quality: transferability, changeability, robustness, performance, security

BUSINESS IMPACT

Thanks to Ricoh Spain's help with the maintenance and development of software applications, the Principality of Asturias is now a leader in the provision of quality digital services for both citizens and enterprise, improving the experience of both end users and civil servants.

“We are very satisfied with the work carried out, which benefits both our employees and our citizens. We have gained in productivity, service quality and security, at the same time as reducing costs and time.”

Javier Fernández Rodríguez, General Director of Digital Strategy and Security at Principality of Asturias



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Collecting fresh fruit sustainably from Ricoh Smart Lockers

THE CHALLENGE

Joinfruit is an Italian food producer founded in 2015. It has a strong commitment to promote outstanding local and Italian production excellence, pursued with a sustainability vision that is fair, inclusive and geared towards the well-being of the entire supply chain, from farmer to consumer. In an increasingly fast-paced world where shopping philosophies are progressively becoming younger and smarter, the company felt it was necessary to find a way to combine technology and speed with sustainability and consumer peace of mind.

THE SOLUTION

Joinfruit invested in a Ricoh refrigerated smart locker solution, which assures a very short supply chain in which the product, strictly packed in recyclable packaging, arrives at a smart locker directly from the warehouse. The lockers are easy to use, even for people who are less familiar with technology. Essentially, consumers only have to book their desired products through an e-commerce portal (web app) developed by Ricoh, choosing a delivery date. When the order has been placed in the Smart Locker, the recipient can personally pick it up – within 24 hours – using a QR code that they receive on the web app.

BUSINESS IMPACT

- Created a marketing channel combining new sales models with a focus on sustainability
- Shortened the supply chain
- Opened new prospects on sales channels
- Improved customer experience and reach

“The collaboration with Ricoh has allowed us to combine the need to directly and sustainably reach consumers with technological innovation.”

Bruno Sacchi, Director of Joinfruit



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

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