

Work  
together,  
anywhere

Case study  
collection

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At Ricoh, we work in partnership with our customers to understand their unique business challenges and provide expertise and solutions where they are most needed. At a time when businesses like yours are focused on enabling hybrid working, recovering revenue and planning growth in a dramatically changed climate; we have launched a series of smart and safe solutions to help you succeed in a changed world. Our portfolio of digital services will strengthen your business and allow you to act quickly to support long term growth.

This case study collection illustrates how Ricoh is supporting mid-sized businesses every step of the way by enabling **remote working**, **automating business processes**, implementing **IT and cloud infrastructure**, **keeping workplaces safe** and enhancing **customer experience**.

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Case Study **Collection**



Remote  
**Working** ➤



Process  
**Automation** ➤



Infrastructure  
& **Cloud** ➤



Smart & Safe  
**Workplace** ➤



Customer  
**Experience** ➤

# Remote Working

Connected & engaged employees

Seamless collaboration

User friendly systems

Secure cloud migration

Mobile device management



## Digital developer fosters a unified and inclusive culture with Ricoh technology

Ricoh UCS Advanced technology enables employees to communicate seamlessly with each other and with external stakeholders

### The Challenge

Better Collective is a leading developer of digital platforms for sports betting. The company is growing at pace and, with five offices and more than 250 affiliate 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 technology needed to be easy to use and provide cross-platform compatibility.

### The Solution

Ricoh implemented a Virtual Meeting Room solution, based upon Ricoh UCS Advanced. The system allows Better Collective's employees and its 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's Virtual Meeting Room platform supports remote multi-site/multi-participant meetings, with guests able to join seamlessly, from any location. 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.

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### The Benefits

- 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, Better Collective

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Thanks to remote communication and printing technologies, Cuatrecasas has a comprehensive collaboration solution that has improved user experience and productivity

## 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.

## The Benefits

- 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, Cuatrecasas



# Process Automation

Boost productivity

Ensure document security

Resource efficiency

Enhanced customer service

Keep business critical processes running

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## DocuWare automates digital workflows & improves agility at Spanish manufacturer

With the implementation of Ricoh's document management solution, YUK has reduced their documentation search time by 90%

### 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.

### The Benefits

- 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, YUK

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## Pneumax centralises and digitises documentation with DocuWare

Digitised documents and automated indexing reduces paper consumption, changes employee behaviour and improves customer experience

### 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.

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### The Benefits

- 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, Pneumax

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The Flexilube logo consists of the word "FLEXILUBE" in a bold, sans-serif font. The letter "I" is stylized with a vertical line passing through its center, extending above and below the letter.

## Digital workflow helps lubricant manufacturer enhance customer service

Digitising paper-based processes improves business efficiency

### 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.

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### 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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# Infrastructure & Cloud



Support & unburden your IT team



Remotely manage critical business processes



Connect & empower remote working



Accelerate your digital transformation



Provide/enhance IT infrastructure



# Ricoh delivers business change and transformation for leading UK agronomy firm



Ricoh Workplace Services establish a collaborative work environment to maximise space and services

## 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.



## The Benefits

- 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, Agrovista UK Limited

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

Ricoh hosted desktop and managed IT service cuts IT costs by 40 percent and enables a more agile, mobile and productive workforce

### 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.

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### The Benefits

- Reduced IT costs
- 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, Rethink Group

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



# Camden Council drives smarter working with Ricoh Business Process Services

Ricoh helps the council reduce costs, increase business process agility and make services more efficient and effective

## 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.

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## The Benefits

- 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, Camden Council

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

Cloud-enabled, GDPR-compliant local and remote scan and print drives streamlines IT infrastructure

### The Challenge

Frisk Utvikling provides occupational health, training, guidance, coursework and skills advice on behalf of the Norwegian government. To run its business, 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, GDPR obligations, and commercial objectives, 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.

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### The Benefits

- 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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# Smart & Safe Workplace



Consistent employee experience

Technologies to facilitate creativity & innovation

Empowered & motivated employees

Support employee flexibility

Secure & adaptable smart locker solutions

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## Ricoh solution transformed into a critical business continuity tool during Covid-19

Ricoh Smart Lockers help Coventry City Council protect key workers and maintain essential services during Coronavirus crisis

### 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.

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### The Benefits

- 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, Coventry City Council

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



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

Relevant and up-to-date meeting information presented to visitors in real time

### The Challenge

Confcommercio Milano boasts a 2,600 m<sup>2</sup> 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, which is supported by Ricoh, can be accessed remotely and provides centralised, real-time control over the signage and its multimedia messaging.

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### The Benefits

- 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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## Ricoh solution improves Dutch hospital's patient flow

Automated processes for high quality care gives patients a greater feeling of control over their healthcare

### 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.



### The Benefits

- 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, Jeroen Bosch Hospital

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## European contract hire company becomes a digitally-driven industry leader

Through a partnership with Ricoh Workplace Services, Fraikin has delivered one of its most important transformation projects in ten years

### 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.

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### The Benefits

- 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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# Customer Experience

Customer Communication Management

Online Customer services

Customer Data & Analytics Insight

Virtual Customer Events / Meetings

eCommerce Platforms

The Copernico logo consists of the word "COPERNICO" in a bold, sans-serif font. Above the letters "P" and "R" are two horizontal lines, one above and one below, creating a stylized graphic element.

## Copernico provides clients with hi-tech smart lockers for collecting parcels



Ricoh's smart lockers allow for an optimum management of correspondence in this smart working space in the heart of Milan

### 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 partnership with Ricoh arose based off a recommendation from one of the companies within the Copernico community, WIB Machines, who was already a partner of Ricoh and a supplier of hi-tech lockers for the automated distribution of goods.

### 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.

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### The Benefits

- Enhanced client experience
- Bespoke innovation
- Efficient correspondence management

A large, stylized, light gray graphic of two quotation marks, used to frame a testimonial quote.

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

Federico Lessio, Head of Experience, Copernico

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# Upgrading of 400 software applications improves user experience

3 year project involving 100 digital solution experts delivers €8 million value

## 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.

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## The Benefits

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, Principality of Asturias

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