

Work
together,
anywhere

Case study
collection

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

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

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Click [here](#) to discover more about how we are supporting organisations with our work together, anywhere solutions.



Case Study **Collection**



Remote
Working ➤



Process
Automation ➤



Infrastructure
& **Cloud** ➤



Smart & Safe
Workplace ➤



Customer
Experience ➤

Remote Working

Connected & engaged employees

Smart collaboration

User friendly systems

Robust & secure tools

Local support teams across Europe

JP/POLITIKENS HUS
ІВ/ПОЛІТИКЕНС НІУС

 MITSUBISHI
ELECTRIC



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

The Challenge

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

The Solution

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

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Business Impact

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

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

Jakob Madsen, IT Service Manager, JP/Politikens Hus

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Ricoh communication technology seamlessly links people and places

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

The Challenge

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

The Solution

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

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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Ricoh's Managed IT Services drives technology innovation at a global insurer



IT infrastructure refresh enables leading insurance company to keep pace with evolving customer needs

The Challenge

As the number of customers increased for this successful global insurer, the pressure grew on its IT operations and systems. The volume of online applications increased, and regulations became stricter, meaning the old and underperforming data storage infrastructure needed a refresh. The company turned to Ricoh for a solution in order to better meet business demand, improve ROI and drive continuous improvement and innovation in their technology.

The Solution

Ricoh implemented a suite of Managed IT Services nationwide, including:

- Service Desk (user help desk 1st & 2nd level)
- Delivery / installations (IMAC), Asset Management
- Incident - Pick-up-and-Return or swap
- End of Life Services
- Consulting & Procurement Management

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Business Impact

- Innovative partnership
- Cost reduction
- Service operations productivity improvement
- Technology upgrade

“Understanding our internal business processes produced a clear advantage in winning business and Ricoh excelled.”

Contracts & Commercial Manager, Global Insurer



Ricoh enables German insurer to embrace the future of work and drive IT efficiency



Ricoh Digital Transformation & IT Lifecycle Management solution modernises workplace and enhances digital services

The Challenge

In an increasingly digital insurance marketplace, this German insurer wanted to drive innovation and efficiency in order to remain competitive and spur growth. Existing IT infrastructure was ageing. Managing and supporting 6,000+ office terminals and 3,000+ in-the-field devices required a large and costly internal IT division. The company sought to reduce these costs and take IT burden away from its managers by outsourcing the IT function. Furthermore, increased volumes of customer online applications and tight regulations meant the company required a more robust and modern IT Service.

The Solution

Ricoh was selected to lead an end-to-end digital transformation programme. This was executed through the design, deployment and management of a modern hybrid cloud platform that made user applications, data and services available everywhere, across Windows and mobile devices. This gave the digitally savvy sales force effective digital tools, which they could use while working on the move with prospective clients. The platform ran on refreshed servers and storage that were scalable and robust enough to meet growing demand for digital services. Ricoh also provided custom application development and management, including a new e-commerce portal that gave customers an exciting and competitive new digital experience.

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Business Impact

- Cost reduction and efficiency
- Innovation led IT function, aligned to business strategy
- Fully outsourced, high performing IT service
- Platform modernization
- Increased performance of IT Infrastructure
- Ongoing and responsive access to expert knowledge

“Ricoh designed, implemented and fully managed the solution, which modernised the company’s IT, eliminated the management burden and put in place on-site resources to facilitate continued transformation.”

Ricoh Account Manager

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Ricoh delivers exceptional digital in-store experience at prestigious fashion retailer



Ricoh drives increased revenue for this high-end retail brand where customer experience is everything

The Challenge

Customer experience means everything to this iconic fashion brand and the company wanted to enhance their in-store experience. Management was prepared to make significant investment in order to achieve consistent global service delivery, improve reporting visibility and increase revenue. They didn't have a current advisory partner, so they turned to Ricoh.

The Solution

Ricoh delivers point of sale and store IT global support for over 400 stores across 33 countries, including local office sites and off-site storage. Service management is provided to 3 regions and headquarters, plus advanced customised service reporting. End to end integration is available between dispatch and reporting.

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Business Impact

- Increased revenue
- Increased level of service and efficiency
- Greater clarity on service performance
- Enhanced customer experience

“Walking into our stores is now like walking into our website”.

CEO, Global Fashion Retailer



Process Automation

Boost productivity

Ensure document security

Support & free up IT capacity

Keep business critical processes running

Adaptable & scalable



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

The Challenge

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

The Solution

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

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Business Impact

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

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

Sophie Marain, Group General Secretary

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Instilling a culture of robotisation for dramatic efficiencies

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

The Challenge

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

The Solution

Ricoh 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 succeeded in building a robot that can access and collate all the necessary data into a client statement, producing the final sheet in just 5 seconds - 840 times faster than was previously possible. The resulting statements are highly accurate and enable staff to work much more efficiently, which results in greater customer satisfaction. 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.

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Business Impact

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

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

Max Nuij, Robotics Engineer

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



Working in synergy with Ricoh, Gastaldi International introduced significant innovations in ways of working

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.

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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

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

DocuWare helps Nashua adapt to the new non-travel world during the COVID-19 pandemic

The Challenge

Headquartered in Johannesburg, Nashua is a world-leading provider of office automation, document management, managed print, access control, 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, franchisees, 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

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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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Ricoh Europe transforms its document management strategy with DocuWare

Ricoh Europe centralises archiving for more than 110 million documents, improving productivity and retrieval times and unlocking valuable cost savings

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.

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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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Retailer sustains business growth with digital document management solution

DocuWare plays a key role in ensuring B&M's people remain productive and agile

The Challenge

B&M is a fast-growing variety retailer, with more than 600 stores in the UK. Employing over 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 speed of on-boarding new staff meant the process could not keep pace with the retailer's dynamic rate of expansion. Speeding up this document flow was a critical requirement. In addition, B&M was also looking for a system that would 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 need to 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 that staff registrations can be completed and signed without needing hard copies to be printed, and the HR department being almost immediately notified of a new employee record.

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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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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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Optimised document processes drives greater returns for leading insurer

Ricoh provides document management consultancy to improve customer service and reduce costs

The Challenge

This leading insurer was looking to outsource mission critical document processes and transform digitally to improve efficiency and reduce costs. It also needed to reduce risks incurred from the existing paper-based, manual process and sought to improve customer service levels.

The Solution

Ricoh applied its document management consultancy expertise to first analyse the existing processes in place and subsequently devise a solution for optimisation. An interim 'lift and shift' solution was implemented while ongoing service development took place, which succeeded in providing guaranteed customer service levels and improving asset and labour management. Ricoh now processes more than 60 million documents a year for this insurer.

Business Impact

- Cost saving
- Improved service levels
- Lowered risk
- 60 million documents process per year

“We have a customer focused business with mission critical document processes. Optimising document processes has improved customer service levels and eliminated business risk. Ricoh’s service-based approach is saving us money and driving improved shareholder return.”

Executive Sponsor, Fortune Global 500 Insurer

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Infrastructure & Cloud

Support & unburden your IT team

Connect & empower remote working

Remotely manage critical business processes

Provide/enhance IT infrastructure

Accelerate your digital transformation





Ricoh partnership with Vodafone underpins customer service excellence

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

The Challenge

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

The Solution

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

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Business Impact

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

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

Adrian Smith, Head of Operations

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Ricoh helps energy firm transform its business operations and IT infrastructure

The Challenge

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

The Solution

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

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Business Impact

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

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

Phil Roberts, IT Director, Utilita

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Ricoh develops interactive in-store service solution for Orange



orange™

Livebox interactive support kiosks light up Orange

The Challenge

To support customers using its Livebox technology, Orange has installed Livebox service kiosks, manufactured by Ricoh, in 480 shops across France. Interactive terminals allow customers to run a self-diagnostic programme which quickly identifies issues with their broadband connection and/or Livebox settings. Orange developed the service kiosk concept with Ricoh and its partner, Instore Solution. Ricoh was awarded the €2.5 million supply contract having demonstrated its expertise in Digital Signage and impressed upon Orange the clear advantages of working with a global solutions integrator with proven financial and logistical capabilities.

The Solution

Ricoh installed 480 Livebox service kiosks across 305 locations over a four-month period. Orange customers have responded positively to the self-help solution. The technology is easy-to-use and provides a full diagnostic report. Instead of leaving a store with a replacement Livebox, which may or may not rectify the underlying problem, individual customers can now be confident that their broadband issues have been fully resolved.

Business Impact

- Certificated compliance with CE marking on displays
- Cost savings – Livebox exchange rates are down 70%,
- Increased customer satisfaction – quick & accurate resolution via self help functionality

“Ricoh proved to be the perfect partner; helping us to develop an effective self-help solution for our customers and rolling it out seamlessly to our network of stores.”

Alain Handy, Project Manager, Orange

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Ricoh supports leading global logistics company with digital transformation

Ricoh standardises and normalises end user support through a centralised Service Desk service

The Challenge

The logistics company was in need of a centralised, managed service to support users throughout the country. Users needed to raise requests for a variety of issues relating to laser printers, thermal printers, impact printers and bar code readers. The customer needed to define a standard for its support process in various countries and needed a centralised Service Desk. It was also essential that any solution would be compatible and integrate with existing IT systems.

The Solution

Ricoh provided a Level 1 and Level 2 24-hour Service Desk, that interacts with the organisation's central data centre. This enables the customer to respond quickly and efficiently to its high volume of requests, providing user support management and onsite IMAC management.

The high quality of the service provided in the customer's Italian branch has significantly enhanced the organisation's intention to centralise its Service Desk through a supranational structure. Since the positive response to using Ricoh's Service Desk, the organisation is now revising their pilot, in favour of the Ricoh solution.

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Business Impact

- Discharge of local activities
- Project Implementation speed up
- Downtime reduction
- Single Point of Contact, local IT

In the world of Digital Transformation consumers have new habits that needs to be reflected in the logistics and transport companies business process that need to manage promptly and dynamically the continuous increase in requests.



Leading editorial and publishing group turns to Ricoh for digital transformation



Publishing group reduces costs and improves central governance by deploying a managed service approach from Ricoh

The Challenge

The company was not centrally governed with a mature service management approach and therefore had varying delivery capability levels across its 10 countries of operation. It wanted to initiate digital transformation by outsourcing their data centre support and administrative function so that it could focus on other tasks aside from operations. The overall aim was to reduce cost of service and improve central governance from Spain.

The Solution

Ricoh proposed a tailored, on-site Managed Services solution that perfectly fitted the customer needs in terms of service and cost. Through close partnership, Ricoh understands the company's needs and has prepared a roadmap to consolidate new countries into the new governance structure.

Business Impact

- Enhanced internal collaboration across regions
- Increased revenues
- Easy to use, innovative technology
- Time savings, enabling employees to focus on business-critical tasks
- Tailor made solution



Global supermarket chain implements an enhanced analytics solution from Ricoh



Ricoh enables supermarket retailer to make better, data driven decisions and improve time to market delivery

The Challenge

This leading supermarket chain was looking for a single monitoring tool to replace the existing solution in place (BMC Patrol). They also wanted to implement an enhanced analytic solution that would generate detailed reporting to enable the Operations Director and Chief Information Officer to make the best business decisions.

The Solution

Ricoh has implemented a tailored, open-source data centre analytic solution including operations, support and development. This includes:

- Data Center automatic discovery and operation analytics
- Real time inventory updating
- Predictive business analytics
- 3 layered open-source solution (SLK)

Business Impact

- Time to market improvement for data driven decisions
- Cost reduction for monitoring tool and inventory maintenance
- Better usability of available data to support business decisions
- Lower resolution / attention time to alarms and incidences



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



SharePoint Online allows expanded collaborative scenarios between corporate and external users, and set governance rules to handle them

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.

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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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Smart & Safe Workplace



Consistent employee experience

Technologies to facilitate creativity & innovation

Empowered & motivated employees

Support employee flexibility

Secure & adaptable smart locker solutions



A photograph of a modern office interior with several cubicles. A man in a light blue shirt is sitting at a desk in the foreground, looking at a laptop. In the background, other employees are visible at their desks. The office has a clean, professional look with wooden accents and modern furniture.

Collaborative meeting room services improve productivity and agility

The Challenge

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

The Solution

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

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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

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Ricoh helps Sodexo improve the quality of life for its employees

Leveraging new possibilities to achieve increasingly flexible workplaces

The Challenge

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

The Solution

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

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Business Impact

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

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

Alexis Lerouge, Head of Marketing Corporate Med Region

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

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

Improving collaboration through workplace transformation

End-to-end solution key to increased employee satisfaction

The Challenge

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

The Solution

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

Business Impact

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

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

Phil Swaincott, Category Manager

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

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

The Challenge

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

The Solution

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

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Business Impact

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

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

Mirna Gelleni, Senior Workplace Strategist, Vodafone

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

RICOH Spaces solution enhances the working environment for customers and members

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.

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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

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



100% visibility of office occupation thanks to online desk booking with RICOH Spaces

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.

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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

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Swiss Post Solutions innovates outsourced mail management with Ricoh Smart Lockers

Ricoh ensures online mail and parcel deliveries arrive in a fast and secure manner

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.

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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



Ricoh smart lockers achieve more efficient management and control

Damage to handheld scanners has fallen to almost zero since the introduction of smart lockers

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.

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

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

The Challenge

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

The Solution

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

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Business Impact

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

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

Brett Sauerman, General Manager e-commerce, DSV

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Smart storage for handheld scanners boosts productivity for catering supplier



Smart locker storage for 70 handheld scanners saves time and money

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.

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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, Horeca Totaal

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Ricoh smart lockers enable more innovative and efficient supply chain operations

Logistics company deploys smart lockers to store business critical devices, increase employee productivity and strengthen client relationships

The Challenge

This international logistics company aims to process shipping orders as quickly and efficiently as possible to ensure goods reach their destination on time, every time. With distribution centre work shifts running around the clock, how could the company make the most of every second and improve quality of service to clients? The company realised that centralising device storage was critical, incorporating a standardised check-in/check-out routine. This would enable them to understand which devices were used most frequently, monitor equipment performance, and manage availability, distribution and maintenance.

The Solution

Ricoh's smart lockers fitted the brief perfectly, providing a combination of innovative cloud technologies, high-security functionality, and sophisticated asset tracking tools. The company engaged its global technology partner Ricoh to deploy, install, and configure custom-branded Apex Smart Lockers at one location in France and three in the UK. At the start and end of shifts, workers now present a unique keycard to the smart locker to access and return devices. The system also insists that the same worker returns the same assets, encouraging more responsible working practices. Every Smart Locker transaction is recorded in a cloud-based data repository, giving site managers round-the-clock visibility into which workers are using specific assets.

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Business Impact

- Reduction in asset collection time
- Reduction in repair and replacement costs
- Greater control over business-critical devices
- Sustainable supply chain processes
- COVID-19 workplace safety condition compliance

"Working with Ricoh to introduce smart lockers to our distribution centres is helping us to optimise our operational processes. We expect the combination of time savings, enhanced productivity, and reduced asset replacement costs will generate a very strong return on investment and enable us to deliver a higher quality service to clients".

Logistics Company Spokesperson

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Customer Experience

Customer Communication Management



Virtual Customer Events / Meetings



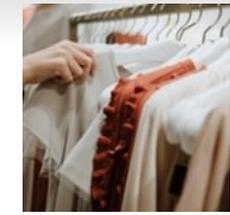
Online Customer services



Customer Data & Analytics Insight



eCommerce Platforms



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

The Challenge

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

The Solution

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

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Business Impact

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

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

Managing Director, Commercial Banking and Insurance

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



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

Integrated eCommerce Platform

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

Agile Ongoing Development

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

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Business Impact

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

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

Diego Sebastián de Erice, eCommerce Director

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Digital transformation improves customer portal user experience at Spanish bank



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

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 Bank 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 to integrate 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

Digital transformation improves customer portal user experience at Spanish bank



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Alliance organisation expands membership with Ricoh reporting portal



IEMA is able to offer improved, more targeted services to its members thanks to accurate data

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 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 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 a 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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Dutch fashion brand improves online customer experience with Ricoh eShop



Enhanced omni-channel experience and improved revenue thanks to Ricoh's tailored eCommerce solution

The Challenge

This Dutch based global designer fashion brand has 6,500 outlets in 53 countries. The company had an outdated and cumbersome e-Commerce platform that didn't allow effective engagement or selling through partners/re-seller brands. This meant they were unable to tap into valuable data generated by online transactions. The company wanted their website to be an omni-channel experience, educating consumers and resellers about collections and brand image and providing delivery and return options in-store. In order to keep up with constant industry development, new versions of website are released every week, so they needed a partner who could not only develop but support regular modernisation.

The Solution

Ricoh launched a B2B eShop for the company, with personalisation, promotions, cross-sell and up-sell functionality built in. This supports multiple payment methods and facilitates order implementation. The platform is fully integrated with ERP, logistics, inventory and stores.

Business Impact

- Improved re-seller B2B sales figures by improving user experience and personalisation
- Delivers a standardised, global omni-channel experience
- Data analytics for customer segmentation and marketing strategies
- Consistent look and feel with B2C e-commerce website
- Platform for regular modernisation to keep up with a fast paced and ever evolving market



Retailer improves store operations with Ricoh data warehouse solution



Effective data analysis translates into accurate reporting and better end customer experience

The Challenge

This company is the UK's fifth biggest food retailer with more than 2,500 local, convenience and medium-sized stores and 70,000 employees. It wanted to integrate point of sale data with other relevant data sources into one single report so that they could calculate their sales margin per each sales transaction. The existing processes in place were costly and time consuming to gain insight, meaning the business could not be proactive in their sales and store management strategies. It was also impossible to assess the financial impact of in-store promotions on sales, and analysis of store performance and profitability was slow.

The Solution

Ricoh launched an Azure data warehouse, which collects data from 220 stores each night and transforms the data into useable and valuable insight for decision making. An algorithm was built which apportioned the total promotion across each products, thus allowing for a more logical comparison when calculating margin against each product on each transaction. The data model allows the users to aggregate data across key data dimensions e.g. store and product, and the reporting tools are self-serve.

Business Impact

- Reporting reduced from 6 weeks to 24 hours
- Self serve insight
- Improved sales reporting
- More efficient and proactive store operations based on real-time insight
- ROI: £150k/annum- returned investment within 12 months

Effective data analysis translates into accurate reporting and better end customer experience

Retailer improves store operations with Ricoh data warehouse solution



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