

Work
together,
anywhere

Case study
collection





At Ricoh, we work in partnership with our customers so that we can understand their business challenges and provide them with expertise where they need it the most. At a time when businesses like yours are having to navigate rapidly changing work requirements, we have launched a series of smart and safe solutions to help you succeed in a changed world, so that you can better serve your customers and support your employees.

This case study collection illustrates how Ricoh is supporting small business 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 can support your business 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

Seamless collaboration

User friendly systems

Secure cloud migration

Mobile device management



French co-working facilities company partners with Ricoh for digital workplace expertise

High-tech, workplace services extended to clients on a pay-per-use basis

The Challenge

Mama Works rents out managed co-working facilities on a pay-per-use basis. Companies and independent workers can book a meeting room or desk space by the hour, by the day or by the week. The company was looking for a partner with digital workplace expertise who could enable truly flexible working. They wanted to empower its clients by giving them access to the latest high-tech communication technology on a pay-per-use basis. A sympathetic design was required that would allow casual users to connect seamlessly to the technology and use it intuitively without the need for training or support

The Solution

Ricoh's solution encompasses video conferencing, interactive whiteboards and multifunctional printers (MFPs). Using Ricoh's Virtual Meeting Room (VMR) facility, Mama Work's clients are able to communicate face-to-face with colleagues around the world and collaborate in real-time on critical documents. The technology is interoperable and easy to use. Ricoh's Unified Communication System (UCS Advanced) supports a variety of videoconferencing platforms, including Skype and WebEx, and meetings can be initiated from an interactive whiteboard. Documents shared on screen, can be printed straight to a Ricoh MFP. To simplify access, there is no need to join a network. The Ricoh MFPs support cloud-based printing and Mama Works' clients can connect to the technology using their own smart devices.

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The Benefits

- Easy to use, interoperable technology
- Collaborative, remote working
- Scalable workplace solution
- Self financing solution
- Access to the latest, high tech solutions

“Ricoh understood our business requirements and designed a sympathetic workplace solution that is well managed and easy to use. Our clients are empowered by the technology.”

Alexandre Giraud, Founder, Mama Works

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happypunt

Ricoh's innovative communication systems improve business agility

A customer-centric approach supports continuous improvement at a Spanish fashion company

The Challenge

Happy Punt creates vibrant and on-trend fashionwear for leading retailers. Agility is critical to Happy Punt's success and the company's employees are encouraged to embrace innovation as part of their daily routine. The remit extends to the company's supply chain, with textile manufacturers, shipping agents and other partners expected to bring new ideas to the table. Happy Punt's communication systems didn't facilitate collaboration with remote factories and buyers, so they reached out to Ricoh to find a solution.

The Solution

Ricoh had an existing relationship with Happy Punt, previously building its IT infrastructure and delivering print management services, so was happy to now present its Unified Communication System, UCS Advanced to improve remote working capability. Using Ricoh interactive whiteboards and all-in-one videoconferencing systems, Happy Punt employees can now easily initiate interactive meetings with suppliers and clients around the world. UCS Advanced enables multiple participants to collaborate on designs in real-time, improving communication and reducing time to market.

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The Benefits

- Improved cross border communication
- Reduced time to market
- Easy to initiate, interactive meetings
- Real time collaboration
- Simple improvements, big results

“Ricoh's Unified Communication System makes it easier for us to communicate with our suppliers and clients. Employees can initiate high-definition video calls at the press of a button and collaborate in real-time with partners around the world.”

Jordi Castell, Chief Corporate Officer, Happy Punt

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Tacchificio Monti improves collaboration with Ricoh Interactive Whiteboards

Italian manufacturer becomes equipped for remote working during Covid-19 with Ricoh Interactive Whiteboards

The Challenge

For more than 50 years, Tacchificio Monti has been designing and producing components for women's luxury footwear. According to Daniele Belloni from the IT Department, "The role of technology at Tacchificio Monti is fundamental as it enables us to provide both innovation and added value to our clients, thus improving our competitiveness in the market. We focus in particular on enhancing our IT infrastructure and on Industry 4.0 in order to speed up production times, which is a key issue in the world of fashion". In particular, the company wanted to speed up collaboration between its stylists and customers.

The Solution

Tacchificio Monti decided to introduce Ricoh interactive whiteboards. As a result, it was able to optimize communication between its design department and the stylists working for its clients. Before these solutions were introduced, stylists had to travel physically to Tacchificio Monti modelling studios in order to work on component prototypes. Now by contrast, they can also interact remotely with designers from the Bologna company. Stylists can display the whiteboard screen for the project on their own PCs and suggest changes and adjustments simply and quickly, as if they were working side-by-side with designers. In order to ensure even more effective communication, whiteboards can be hooked up to a videoconference system.

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The Benefits

- New ways of working to cope with Covid-19
- Integrated applications
- Remote, innovative collaboration
- Time and cost efficiencies

"Ricoh for us is a partner with which we are constantly interfacing in order to find new solutions to improve our everyday operations and that enable us to keep working even under unforeseen circumstances, such as the period we are currently living through"

Daniele Belloni, IT Department Tacchificio Monti

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Process Automation

Boost productivity

Ensure document security

Resource efficiency

Keep business critical processes running

Enhanced customer service



Ricoh Business Process Service transforms operations to deliver cost savings

Leading UK fulfilment business partners with Ricoh to cut costs and transform service quality and business performance

The Challenge

Mosaic Fulfilment Solutions is an e-commerce fulfilment house who recently acquired a creative agency to manage marketing campaigns to generate charity donations. A key operation is response handling – receiving, processing and replying to inbound letters; but it was being outsourced. Since Mosaic had a fulfilment operation in place, it made sense to bring this work in-house. However, the challenge was changing from electronic to manual data capture. The process involved opening an envelope, capturing and processing the data off paper and handling donations. Accuracy of data capture was also an ongoing issue for the industry generally. Added to this, was the huge number of responses that had to be processed, sometimes up to 40,000 letters a day.

The Solution

In partnership with Ricoh, Mosaic has built a secure post room and workflow environment, including post receipt and sort, post extraction and scanning rooms and a new digital print room. The first part of the solution is a data processing and workflow system using Kofax software, which captures information from physical documents and turns it into digital data. It includes automated letter-opening equipment and scanners that read information from printed forms, handwriting, barcodes and cheques. The other half of the solution is a full print on-demand and dynamic printing capability using a Ricoh Production Print solution. It takes processed data and uses it to print letters to individuals in response to their inbound letters.

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The Benefits

- Cost reduction for customers of up to 25%
- Data accuracy and service quality improvements
- Operational efficiency
- New business generated
- 93% automation by reducing a 12-person manual process to less than one person

“Because of the efficiencies gained by the Ricoh solution, Mosaic has been able to be quite aggressive in the marketplace. There aren’t many businesses that do this type of work and we’ve been very successful in acquiring work from competitors.”

Alastair Fell, IT & Operations Director, Mosaic

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Automation of the claims registration process relieves employees of repetitive tasks so they can dedicate time to higher value jobs

The Challenge

Alkora is Spanish insurance broker who devoted significant resource to back office processes related to claims management. These tasks involved the mechanical manipulation of files by various departments, with a potential high error rate. Alkora wanted to improve the experience of its employees while increasing their productivity, so the decision was made to automate the claims registration process and integrate it with existing business applications.

The Solution

Alkora entrusted the automation project to Ricoh, who launched a solution that employs RPA and other automation techniques based on a cloud service. It is a flexible solution which avoids initial investment in infrastructure, licenses and training. The operation is simple: a robot accesses the mailbox and for each mail locates the claim using an algorithm. RPA technology performs the necessary integrations with the business applications of claims management and the robot stores in the mail in the relevant folder. The robot processes an average of 1,200 claims weekly in 16 hours and the process has no risk of error.

The Benefits

- Cost and time savings
- 90% increase in efficiency
- Improved process accuracy
- Scalable solution

“Thanks to Ricoh Process Automation we save more than 110 hours of manual labour per week. It is a flexible solution with a pay-per-use approach, which avoids initial investment”

Daniel Ucero, IT Director, Alkora



Torrens entrusts its digital document management processes to Docuware

Spanish manufacturer improves productivity, becomes more agile and reduces paper usage with customised digital Docuware solutions

The Challenge

Torrens is a manufacturer of furniture and stainless steel appliances for the hospitality sector. Innovation is an important value for the company, both to facilitate the work of employees and to give the best service to clients. Due to the large amount of paper information they handled, Torrens sought a partner to lead a digital transformation programme in order to streamline digital processes, digitise documents and become more sustainable.

The Solution

Torrens started using Docuware document manager and has become more agile, productive and environmentally responsible as a result. All invoices printed on Ricoh multi-functional machines are digitally signed first and Docuware captures the metadata included in each invoice, which allows them to be indexed. Docuware also enables workflows to be customised and each user to be assigned specific permissions.

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The Benefits

- Automated document navigation and indexing
- Customised workflows
- Tailored solution
- Time and cost savings

“We trust Docuware for the agile management of all our documentation. It lets us know the status of invoices from anywhere, at any time ”

María Alemany, Finance Director, Torrens

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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 IT improves collaboration and productivity at training and accreditation provider



Ricoh develops technology solutions to deliver digital transformation, reduce paper-based information, improve workflows and enhance operational productivity

The Challenge

Lantra's vision is to provide the best training and quality assurance, and it sees digital transformation as a critical means of achieving that goal. But the legacy IT and business process environment inherited by its IT Manager, Richard Crompton, was outdated and unable to support a modern, collaborative and digital work environment. Change would require a shift from static, on-site data centre and system resources to a cloud computing strategy.

The Solution

Lantra has been working with Ricoh to deploy Microsoft SharePoint. This has been a step-change in enabling Lantra to deliver a raft of new services and capabilities to further improve collaboration, communication and more agile, productive business processes. Integrated with Lantra's Microsoft Office 365 service, SharePoint acts as a platform for applications like an intranet and media library. Lantra is now working with Ricoh to migrate all its on-premise file servers and core business systems to SharePoint to develop an enterprise-wide, cloud computing environment.

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The Benefits

- Improved staff and team interaction
- Easier onboarding for new staff
- Faster go to market process
- More efficient working habits and shared ownership

“It's very encouraging to see people starting to work better and smarter, and in a more communicative way.”

Richard Crompton, IT Manager, Lantra

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Ricoh digital transformation services change IT environment radically

Microsoft cloud-based technology platform increases efficiency, facilitates people mobility and improves the customer experience.

The Challenge

Trafford Housing Trust is a not-for-profit housing association in north-west England. It manages 9,000 social and affordable rent, shared ownership and for-sale properties. Trafford Housing wanted to improve and enhance its services to the community as well as increase operational efficiency, flexibility and mobile working. The Trust's 'Customer Promise' is a commitment to provide the best services in the most accessible, cost-effective way. But to do so, it had to change its existing IT infrastructure. Systems and equipment were getting old and were not responding effectively to modern working demands.

The Solution

Working in partnership, the Trust and Ricoh moved the organisation to a cloud-based computing environment which involved refreshing and rationalising IT infrastructure and desktop. Existing servers, switches and SAN technology was replaced with Cisco and NetApp solutions to support cloud-based data services and roll out of Microsoft Windows 10 and Office 365 for around 350 seats. As well as standard office applications like Word and Excel, the Trust is using several other products like Azure, SharePoint, Skype and Teams.

The Benefits

- Reduced management costs
- Increased efficiency
- Faster customer service provision
- Improved internal communication and collaboration
- Reduced demand on public services
- Improved lives for residents

"The Ricoh solution has been a fundamental factor in transforming the way we work and deliver services to customers. We've now got tools that enable better collaboration, closer working and building data accuracy."

Julian Massel, Technology Director, Trafford Housing Trust

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Austrian logistics company moves to a zero-paper document management system to save time and cost

The Challenge

Zenit is an Austrian logistics company based in Salzburg. It specialises in eastern transportation and relies on in-depth languages and country know-how when handling customer orders, supported by digital documentation. The company wanted to increase overall efficiency, achieve seamless digital workflows and centralise its documents into a single digital system.

The Solution

Zenit chose to implement Ricoh's DocuWare solution. As a first step, the incoming and outgoing invoice processes were automated in the administration area. In the area of operational processing, industry-specific documents were indexed and stored accordingly with DocuWare. The process implementation was carried out very intensively in order to optimally prepare the interfaces with the operative forwarding program and the accounting system. The outgoing invoices are now generated in the main system, assigned to the traffic files and automatically archived in the background. The transfer to accounting also works automatically.

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The Benefits

- Time and cost savings
- Transition from paper based to digital documentation system
- Increased efficiency
- Enhanced document availability

“DocuWare simplifies our work processes and improves the availability of documents. We can grow and develop as a company on the basis of these document management efficiencies”.

Michael Forster, Managing Director, Zenit

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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



Ricoh Interactive Whiteboards support innovative learning

Private trilingual school in Naples is offering an innovative approach thanks to Ricoh Interactive Whiteboards

The Challenge

The East Naples Education Centre offers Italian children the opportunity to learn Chinese and English, in addition to their mother tongue. The school system faces multiple challenges, one of them being the need to operate in different languages across borders. Digitisation is enabling multilingualism in education in ways that weren't previously possible and is essential nowadays as children live in an environment already permeated by digital technology. The school had to look for innovative tools that – complying with ministerial standards – would enable digital learning in the classroom and at home.

The Solution

The school has installed 9 Ricoh Interactive Whiteboards across its classrooms. The advantages of this technology are interoperability (it's simple to connect the devices with tablets and PCs) and the powerful Optical Character Recognition (OCR) that allows the board to recognise the hand-written Chinese signs and convert them into readable format. Teachers can save documents as PDF with a searchable text function and subsequently distribute them to the students via email. Digital technology is important because it engages students both in the classroom and at home. The next step will be to create a direct connection with Chinese and English schools in other countries in real time.

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The Benefits

- Remote learning
- Cross border, real time teaching
- Multi-lingual education using digital technology
- Integrated school and home learning

“We discovered Ricoh at just the right time: they provided truly cutting-edge solutions to meet our needs”.

Tata De Iuliis, Principle, East Naples Educational Centre

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Ricoh Pro T7210 produces PPE during Covid-19 pandemic

Manufacturer uses Ricoh flatbed printer to produce protective equipment, including medical facemasks, screens & signage

The Challenge

Cartesio Fullcard was established in 1987 as an artisanal shop specialising in cardboard packaging. Today the company works with a variety of materials, including PVC, polypropylene and wood, and its products include retail packaging, point-of-purchase (PoP) displays and general print communication. Cartesio Fullcard's manufacturing process is reliant upon high-tech print and assembly systems and the company invests in technologies that allow it to push design boundaries and offer new applications to clients. It sought new technology to enable printing onto coloured and transparent media.

The Solution

Cartesio Fullcard now uses a Ricoh Pro T7210 UV flatbed printer to print colour graphics onto rigid and semi-rigid sheets of coloured and transparent media. The Pro T7210's white ink channel enables Cartesio Fullcard to print an opaque layer against which colour graphics really stand out. The Ricoh Pro T7210 has proved so adaptable that during the Covid-19 pandemic, Cartesio Fullcard was able to switch manufacturing from packaging and point-of-purchase display materials to the production of urgently needed protective equipment, including medical facemasks, protective screens and signage.

The Benefits

- Time and cost saving
- Expanded product range
- Eco friendly production
- New application with flexible materials now accessible

"The system is incredibly flexible. It supports a wide range of media, including PET. During the Covid-19 pandemic, it enabled us to switch manufacturing from packaging and PoP to personal protective equipment."

Enzo Ricci, Production Manager

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Customer Experience

Customer Communication Management



Virtual Customer Events / Meetings



Online Customer services



Customer Data & Analytics Insight

eCommerce Platforms





Fast growing UK business delivers first-class service with The Ricoh eShop



As customer demand soared, YouGarden moved procurement to The Ricoh eShop, accelerating transactions and reducing admin

The Challenge

Founded in 2012, YouGarden retails flowers, plants, trees and shrubs, gardening equipment, and outdoor furniture online. Customers required to stay at home during the COVID-19 pandemic have turned to online shopping, and business is booming for YouGarden in the UK. With millions of incoming orders, the company was under pressure to pick, pack, and dispatch items as quickly and efficiently as possible. It wanted to fine-tune its order fulfilment processes to ensure that customers enjoyed five-star service.

The Solution

Ricoh presented an innovative solution: moving procurement from the traditional channels onto The Ricoh eShop. This approach would digitalise the entire purchasing process, replacing slow, complex email ordering with a self-service online portal that offers simple access to a product catalogue featuring more than 90,000 items. The Ricoh E-Commerce team moved swiftly to create authorised YouGarden users and configure the payments connection. YouGarden can access and place orders on The Ricoh eShop 24 hours a day, seven days a week, and generate reports that analyse spend by product, category, date and user at any time, which helps to inform future budgeting. The Ricoh eShop enables YouGarden to review purchase histories for easy re-ordering, and create 'favourites' tabs to make it easy to find popular items.

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The Benefits

- Accelerated transaction times & order fulfilment
- Scaled up label purchasing
- Improved end-customer experience
- Efficient ordering process


"Getting started on The Ricoh eShop was very easy. The communications from the Ricoh E-Commerce team were excellent, and we can always call on them for assistance any time that we have queries or requests."

Ed Sendall, Head of Operations at YouGarden

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