

**Logistics &
Warehousing Smart
Locker Solutions**





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1

Why now is the right time to consider Smart Lockers?

To build operational resilience, your organisation needs robust digital technology designed to help you maintain business continuity, prioritise security and enhance efficiency.

Smart Lockers deliver these critical benefits to your organisation and create better experiences for your employees and your customers.

Smart Lockers can automate complex processes to increase efficiency and productivity. They can equip leadership teams with the business intelligence and assurance to make business-critical decisions in any circumstances.

And if there is a need to change workflows quickly, Smart Lockers can help you adapt while limiting the impact on your organisation.

A modern office interior featuring a row of smart lockers in the foreground. A woman in a denim jacket and dark skirt stands with her back to the camera, looking at her phone. In the background, several people are working at desks with computers. The office has a bright, open feel with large windows and a colorful geometric wall design.

2

Why choose Ricoh for Smart Lockers?

Smart Lockers are an essential part of your digital infrastructure. Choosing a system must go beyond the physical locker and its installation. To leverage the full benefits of Smart Lockers, understanding digital integration and how to harness data intelligence is crucial.

You need an expert partner by your side, well-versed in implementing, integrating and evolving digital services within diverse business environments.



2.1 Your Digital Services Partner

Time and time again, we observe that advancing digital technology is as much about installing hardware and software as it is about understanding people.

Our expertise in digital transformation gives us an expert perspective on the common challenges businesses face when implementing digital strategies.

We work with you to shift your organisational culture and internal attitudes towards technology to nurture user adoption, ensuring you can leverage the full return on your investment.

We have a proactive approach to any project and seek to introduce new ideas and identify new opportunities to streamline processes where possible.

Crucially, our global service and support network means we can maintain and optimise your technology as your business changes over time.

As part of our provision, we can also help you with label print management and robotics support, as well as Smart Lockers.

- An expert end-to-end solution provider with the scale to deliver solutions and services globally
- Highly experienced in handling complex digital integrations into existing organisational settings
- Independent advisor and supplier providing complete impartiality, cost transparency and ongoing service delivery
- Multiple solutions for large, medium and small organisations
- Supported by an extensive, multi-territory installation, service and support network, all provided by a single point of contact and agreement



2.2 Working with your organisation in challenging conditions

We have adapted our approach to digital services to help organisations survive and thrive during challenging conditions. Our team partners with you on a consultative basis, exploring your short-term needs and long-term goals to strengthen your organisation.

2.3 Our industry-leading manufacturers and partners

We partner with the most innovative design, technology and manufacturing providers working at the forefront of Smart Locker technology. Ricoh was one of the first European providers of Smart Lockers. We understand the product, its benefits and have influenced the development of Smart Locker technology through our strong network of manufacturers and global customers.





Logistics & Warehousing

3

Logistics & Warehousing

The volume of organisations selling their goods in the global marketplace has grown in recent years, fuelled by digitisation and the power of global trade.

To cater for increased demand, warehousing and logistics firms need to enhance staff productivity and increase visibility of key assets.

Installing Smart Lockers can help your organisation improve performance, reduce cost and

automate manual tasks which take significant time.

Smart Lockers can automate the management of hand-held terminals and business-critical devices, minimising loss, damage and management time.

Personal storage lockers can also help you manage allocated space for large and fast-moving workforces - on a shift-by-shift basis.



3.1 Device management

Distribution of hand-held terminals to employees at the beginning or end of their shift can be time-consuming. Equally, it can be challenging to manage employees who take devices without following protocol.

These factors can cause your organisation to lose valuable picking minutes and breed a lack of accountability for high-value devices.

Warehousing and logistics Smart Lockers can be used to distribute devices quickly and efficiently at the point of need. Assets are displayed and can be accessed using a PIN code or ID card.

The system provides a full audit trail of each asset transaction, affording you the management information and notification system to better control and govern your business-critical assets.

Key benefits:

- Scheduled real-time notifications of all over-due assets and associated owners
- Substantial reduction in asset loss and damage
- Reduce downtime of assets and staff not available to perform their tasks
- Asset cycle management ensures even device usage across the estate
- Automatically manage hand-held terminals, voice and radio equipment at strategic locations conveniently placed around your facility
- Eliminate manual management and significantly reduce time spent on check-out and check-in processes
- Reduced supervisor distractions and workload for management
- Real-time accurate reporting on who uses what, where, when and for how long – cross-charge agencies for damaged devices
- Reduced need for employed cagehand

Case study:

Ricoh worked with a global market leader in logistics to deploy Smart Lockers to store business-critical devices, increase employee productivity and strengthen key client relationships. Our team installed and configured custom-branded Smart Lockers at one location in France and three in the UK.

- The organisation benefited from greater control over business-critical devices and forged standardised processes for collection and return, increasing the lifespan of assets
- As every Smart Locker transaction was recorded in a cloud-based data repository, this provided site managers with 24/7 visibility into usage
- 50% reduction in asset losses and damages over 12 months of their new refit strategy
- Full traceability of all assets not returned with visibility of ownership



3.2 Personal storage

Personal storage Smart Lockers for logistics and warehousing provide accessible and flexible storage for staff belongings.

In a fast-moving environment like a warehouse, it is vital for your people to be able to navigate the space quickly and start their shift efficiently. To retain your workforce in a competitive market, it is also important to offer a positive and comfortable working environment.

From a management perspective, Smart Lockers are easy to administer and can be reassigned electronically, ensuring lost keys are no longer an issue.

When you're employing agency staff and dealing with high staff turnover, this is a crucial benefit.

A central Smart Locker management system also facilitates an overview of the entire Smart Locker system, allowing only select individuals within your organisation complete control over lockers and assigning credentials, saving administration costs and unnecessary manual activity.



Key benefits:

- Ensure employees can store personal items easily and securely
- Simple administration and hassle-free credential assignment
- Range of lock formats including NFC chip cards, wristbands, key tags and smartphones
- Several materials and finishes available

Case study:

Ricoh worked with a Global eCommerce company to deploy smart day lockers for fulfilment centres in the UK. The company aimed to provide accessible storage, increase productivity and increase competitiveness.

- Smart Lockers kept the working environment safe and secured
- Employees shared positive attitudes about having secure day storage
- Managers were able to analyse usage patterns, identify areas of underutilisation and offer any surplus through a central booking system





3.3 Parcel & document delivery

In warehouse environments, there is often a need to ensure employees are issued the correct paperwork.

In this case, Smart Lockers can act as a central hub for internal deliveries meaning office-based

staff have a safe place to drop off documentation without venturing into the shop floor. Documents or packages are allocated to a locker. An application will then alert the addressee and provide pickup instructions.



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