

## Office & Workplace Smart Locker Solutions





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## 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.

If you haven't explored how Smart Lockers could benefit your organisation, now is the time. Digital technology has advanced.

The workplace and the way we consume has changed, and expectations have shifted. Organisations are rapidly introducing hybrid working practices to adopt the split

between home-working and office-based working with on-site delivery teams in all environments requiring remotely managed solutions. Those who aren't finding ways to optimise and adapt operations are falling behind.

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.







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## 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.





## Office & Workspace Smart Lockers







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## Office & Workspace Smart Lockers

Workspaces are rapidly evolving in line with technology and working practices. Hybrid working, driven by a collective demand for flexibility at work and the rise of connected technologies, has increased the need for automated processes.

Your organisation must identify digital technology that can accelerate hybrid working, offer better experiences, and futureproof your organisation to increase agility, reduce cost, and maintain business continuity.

Smart Lockers can help your business run more efficiently, make significant cost savings and mitigate risk.

They can support your workforce with secure personal storage and efficient device distribution ensuring your employees have immediate access to everything they need to do their work effectively, and your management can access seamless governance and reporting from anywhere.

Securing parcel delivery and the delivery of other personal goods, mailrooms, and receptions can also benefit from the unique potential of Smart Lockers.



## 3.1 Personal storage

Personal storage Smart Lockers for the Office and Workspace offer flexible storage for your employees and visitors.

Unlike traditional lockers, Smart Lockers are easy to manage and can be reassigned electronically and with keyless access, ensuring lost keys are no longer an issue.

Providing an intuitive and automated experience, employees can book Smart Lockers through a digital application before attending the office or hosting visitors.

Using a unique code or application, users can then access their locker space for the duration of their assigned time.

This functionality is well suited to hybrid working and allows facilities managers to track usage effectively for future space planning and people management.

Smart Locker technology can also integrate with critical business systems using API integration, enabling data access to support decision making and process management.



### Workplace benefits:

- Frictionless workplace experience for hybrid workers
- Convenient day storage for mobile employees with remote booking system
- Remote management to assign storage and maintain accountability
- Seamless integration with business systems for end-to-end management and monitoring

### Technical features:

- Keyless user access via a keypad or smartphone
- Existing lockers can be retrofitted with little effort to increase capability and governance
- Modular and scalable solution
- Can be supported by cloud or on-premises infrastructure

### Case study:

Ricoh deployed a personal storage Smart Locker solution for a large UK building society as part of their move towards hybrid working and agile working practices.

- Our team was able to identify fewer lockers were required in comparison to a traditional locker solution
- The organisation found that a flexible solution worked effectively, which could be upscaled or downscaled based on requirements, e.g. permanent personal storage or day locker storage
- Data demonstrating locker utilisation was used to facilitate future planning of office relocations





## 3.2 Device management

Operational resilience starts with making sure your employees have access to the technology they need. This means equipping your people with a laptop or desktop computer and a mobile device in many organisations.

Often employees need replacement devices due to failure or loss, or new starters need a suite of technology to get them going. Using a Smart Locker can make this transaction easier and reduce the impact on your IT function.

The delivery and collection of IT equipment is still distinctly analogue. By integrating a Device Management Smart Locker with a service delivery software solution, organisations can provide a seamless Click & Collect experience for business-critical assets.

Using this setup, a user can contact their IT service desk and request a device or suite of technology. IT will then process the request, and a pick-up code will be sent to the end-user to collect the goods from a Smart Locker.

Equally, this process can simplify device drop off for returns and repairs. For everyone involved, the process becomes less manual, saving time and cost for your organisation. If you don't use an IT service delivery platform, the embedded Smart Locker technology can offer a similar end-user experience.

Smart Lockers can also manage the assignment and increase accountability, reducing loss or damage for devices like projectors and tablets that must be returned.



### Workplace benefits:

- Efficient distribution of business-critical devices when your employees need it most
- Automated device collection with minimal IT resource required
- Remote management and distribution of devices limiting check-in and check-out time
- Convenient charging facilities can make sure devices are ready to use on collection

### Technical features:

- Keyless user access via a keypad or ID card reader
- Secure user access, based on job role/authority
- Allocate IT devices
- Digital notification system to manage Click & Collect or integrate with IT service platform





### 3.3 Parcel & document delivery

Parcel and document delivery  
Smart Lockers offer a convenient and contactless collection point for external and internal deliveries.

Ensuring your employees are given the correct mail can be challenging when your workforce is based at one location.

Hybrid working can make this process even more complex. The challenge used to be the volume of packages but increasingly, ensuring a secure chain of custody for any parcel or document is more important, especially when goods need to be delivered to an employee when they return to the office.

In a modern workspace, Smart Lockers create a professional and automated system for deliveries and can save time for all involved in the process. Packages are scanned into a mail management system and allocated to a locker.

An application or device will then alert the addressee and provide pickup instructions.

Alternatively, the Smart Locker can be used without integration into an existing system and still offer notifications to the recipient.

## Workplace benefits:

- Ensure employee mail and parcel deliveries are collected by the right person
- Offer more storage to hold deliveries until hybrid workers are back onsite
- Enable a secure chain of custody for critical and confidential documents
- Save on delivery time and re-deliveries
- For documents that require a secure chain of custody, your in-house print room can use Smart Lockers to ensure documents arrive with the right people within the business

## Technical features:

- Keyless access via a keypad or ID card reader for the end-user
- Detailed tracking and reporting
- Custom cabinetry
- Secure Authenticated 24x7 access
- Stand-alone or 3rd party integration
- Modular and scalable solution

## Case study:

Ricoh implemented a Smart Locker system for The Marchesini Group, a leading producer of packaging machines, to enable employees to collect their parcels directly at the office in a secure way.

- Marchesini valued the security and traceability of Smart Lockers. Without the units, parcels were being opened by the wrong person too often
- The key driver behind deploying Smart Lockers was offering employees an intuitive and helpful experience for picking up private deliveries at work. Since installation, employee satisfaction has risen





## 3.4 Corporate mailroom

Smart Lockers bring forward a new approach to the corporate mailroom, streamlining delivery logistics and safeguarding packages with end-to-end reporting.

With secure and trackable storage facilities that can notify the recipient once a parcel has been delivered, Smart Lockers put an end to congested mailrooms, enhance security, provide 100% accountability and less margin for human error.

Smart Lockers also have the potential to transform the way mailrooms across your organisation operate with remote management. This enables mailroom Smart Lockers to be managed by one central team.

### Workplace benefits:

- API integration with existing mailroom software
- Secure exchange point for parcels and mail
- Keyless access via a keypad or ID card reader for the user
- Track chain of custody for all events
- Automate mailroom manual workflows
- Custom cabinetry
- Stand-alone or 3rd party integration
- Save on delivery time and reduce re-deliveries
- Modular and scalable solution





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