

**Retail  
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.

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 mural on the wall. The floor is made of light-colored wood. The overall atmosphere is professional and tech-oriented.

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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.







## Retail Smart Lockers



## Retail Smart Lockers

Retail Click & Collect Smart Lockers allow customers to benefit from the ease of shopping online and offer immediate, flexible collections. An order is assigned to a locker, and the customer will be automatically notified when it's ready for pick up.

Offering a user-friendly and flexible customer-focused experience. Smart Lockers can also refresh your shop floor with another opportunity to champion your brand and create a new customer experience.

In a retail customer survey, we found that: 81% of digital customers believe self-service options allow them to control

their experience better, 92% of those who use Click & Collect lockers would use Smart Lockers again and 41% of Click & Collect customers made additional in-store purchases while picking up orders.

The statistics show there is an opportunity in retail to innovate.

From your team's perspective, Smart Lockers streamline Click & Collect processes and reduce administration time, freeing them up to focus on sales, delivering good customer service and increasing upselling for Click & Collect customers.





### Key benefits:

- Reliable automation for retail stores
- No waiting, no queues for customers
- Minimise staff distraction
- Improve customer flexibility and choice
- Offer a 24/7 delivery and pickup to customers
- Allow for contactless pickup experience
- Ability to brand Smart Lockers
- Suitable for outdoor and indoor use
- Real-time reporting

### Case study:

Ricoh worked with the UK's largest sporting goods retailer to deploy Click & Collect Smart Lockers across its retail estate.

- Using Smart Lockers instead of the usual manual processes, reduced Click & Collect fulfilment time from 5 minutes to 10 seconds and cut the cost from £25.00 to £0.83 per day
- To date, the Smart Lockers have enabled 3,500 customer pickups, equating to 7,000+ interactions
- The retailer is now exploring replicating the Smart Locker system in other chains of stores as part of their new refit strategy





## Contact us

[service.advantage@ricoh-europe.com](mailto:service.advantage@ricoh-europe.com)



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[www.ricoh-europe.com](http://www.ricoh-europe.com)

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