



CASE STUDY:

The Municipality of
Glyfada now open
24/7 with Ricoh



The Municipality of Glyfada creates a secure, convenient 24-hour click-and-collect service for official documents using Ricoh Smart Lockers, increasing citizen satisfaction and improving efficiency.

COMPANY & CHALLENGE

The Municipality of Glyfada is responsible for the management and delivery of public services in Glyfada, one of the largest suburbs in southern Athens, and a well-established centre for commerce and tourism. Home to around 100.000 people, the Municipality provides computer science, education, public transport, waste management and recycling, sport and leisure, and digital government services, among many others.

The Municipality of Glyfada aims to make life simpler and more convenient for its citizens. For example, as part of progressive digital transformation, the Municipality has made many essential forms and documents available online, enabling citizens to download copies, add electronic signatures, and return via email.

However, items such as marital and birth certificates, and records of real estate transactions, still require a manual signature on a paper document. To collect these forms, citizens travelled to Glyfada town hall during official opening hours, and located relevant employees. Inevitably, this time-consuming and often inconvenient process impacted service efficiency, and was unpopular with working professionals, who had to leave their office during business hours, or simply try to rush across the city to reach the town hall before closing time.

Realising that asking citizens to adhere to its strict opening hours was incompatible with its goal of delivering more user-friendly services, the Municipality planned a new approach. Essentially, the Municipality wanted to allow citizens to take ownership of when they collected documents, fitting with their personal and professional commitments. Greater flexibility, the Municipality believed, would remove the stress from the collection process, increase satisfaction in local government services, and improve service efficiency.



Our Municipality is offering innovative digital services to citizens with web applications and 24/7 service through Ricoh's Smart Locker solution.

George Papanikolaou, Mayor of Glyfada



SOLUTION

Led by Mayor of Glyfada George Papanikolaou, the Municipality was keen to embrace an innovative digital approach and consulted trusted technology service provider Intertech, a Ricoh business partner, to support the project. Working with Ricoh, Intertech proposed to move document collection from inside the town hall to an external, secure storage repository. Citizens would interact with the Municipality online to order official documents, and collect at the most convenient time, day or night.

Nikos Papadopoulos, IT Director at the Municipality of Glyfada, explains: “We have a strong relationship with Intertech and knew they offer high-quality solutions. When we saw the Ricoh Smart Lockers, we knew we had found the ideal solution to support a flexible document collection service. Intertech also offered competitive pricing that

would help to generate a strong return on investment—a priority for public-sector organisations.”

Working with Intertech and Ricoh, the Municipality deployed the Smart Lockers—featuring official branding and imagery—in an easy-to-find location just outside the town hall. Built-in digital tools allow the Municipality to allocate mailboxes to citizens when orders are received, and to manage and maintain the Smart Lockers.

With the solution in place, the Municipality launched the new click-and-collect service—officially known as the ‘Contactless Trading System.’ Now, when citizens order documents online, Municipality employees deposit items in the Smart Lockers, and send an email notification containing a unique barcode. When the code is scanned or keyed into the Smart Locker interface, the relevant mailbox opens for citizens to collect their items.

"Our citizens are delighted with the greater flexibility of our new approach. When they complete the online document request form, 90 percent prefer to use the Ricoh Smart Lockers rather than collecting from an employee in the town hall."

Nikos Papadopoulos, IT Director at the Municipality of Glyfada



BENEFITS

Using the Ricoh Smart Lockers, the Municipality has achieved its goal of making life easier for the citizens of Glyfada. No longer tied to official town hall opening hours, citizens can collect documents whenever suits them, 24/7. The new municipal service means citizens avoid the stress and hassle of rearranging their working day or fighting through busy city traffic to arrive before the town hall closes.

Nikos Papadopoulos comments: "Our citizens are delighted with the greater flexibility of our new approach. When they complete the online document request form, 90 percent prefer to use the Ricoh Smart Lockers rather than collecting from an employee in the town hall. In the first few months, we have seen hundreds of documents ordered to the Ricoh Smart Lockers, with some users collecting items as late as 01:00 in the morning, at weekends, and on holidays."

In addition, the streamlined document collection service improves operational efficiency within the town hall. With citizens overwhelmingly preferring to use the Ricoh Smart Lockers, employees spend less time handing out documents in person and instead focus their energies on more productive, value-add activities.

Introducing the Ricoh Smart Lockers also helps to protect both citizens and Municipality employees against the spread of COVID-19. Using the self-service Ricoh Smart Lockers removes close personal contacts, helping to minimise the risk of infections at a crucial time, as Greece looks to recover from the pandemic.

Nikos Papadopoulos concludes: "With Ricoh Smart Lockers, we are using digital innovation to deliver more convenient, stress-free services that improve the lives of our citizens. Looking to the future, we see huge potential for Smart Lockers in local government service centers, and we will continue to collaborate with Intertech and Ricoh as we progress to the next stages of our digital transformation."

ABOUT RICOH

Ricoh offers innovative services and solutions for the digital workplace, enabling people and companies to use smart working more widely. For 85 years, Ricoh has helped to transform workplaces with document management solutions, IT services, communication services, commercial and industrial printing, digital cameras and industrial products.

Headquartered in Tokyo, Ricoh operates in more than 200 countries. In the financial year ending March 2020, the company had global sales of \$19.06 billion.

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