



## CASE STUDY:

# Driving innovation in the distribution centre with financed Smart Lockers

A five-year rental plan from Ricoh Capital helps a major fashion retailer roll out Smart Lockers across 43 countries to enhance the storage, management, and distribution of business-critical handheld scanners.

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## COMPANY & CHALLENGE

This fashion retailer offers clothing, beauty products, and accessories for men, women, and children, with more than 4,000 stores globally. The company achieves revenues of tens of billions dollars, and employs more than 100,000 people.

From a single store this retailer has grown into a global fashion brand, with high-volume sales of affordable, trendy clothing. However, rising manufacturing, materials, and transportation costs have dented profitability, and the focus is on efficiency.

At the company's distribution centres and warehouses, employees use handheld scanners to process inventory. For each shift, staff collect and return scanners to charging stations, but these expensive devices – which are critical for daily operations – were often damaged or misplaced, leading to high repair and replacement costs. With thousands of scanners across its global network of distribution centres, even a modest improvement in device management would produce significant savings, both in direct expenses and efficiency enhancements.

The company aimed to reduce the number of misplaced devices, and if possible cut the repair and replacement costs, principally through introducing better care processes.



## SOLUTION

Working with Ricoh, the retailer chose to trial Smart Lockers for Asset Management. This solution would replace the un-managed collect and return system with a check-in, check-out solution. Each employee enters a PIN code to access the device from the locker, and scan the device at the end of shift to confirm it has been replaced in the Smart Locker, with the option to report defects.

Cloud-based software records all transactions, and enables managers to view reports on scanner usage and damage, and to identify devices that have not been returned on time. In total, the retailer opted to deploy 1,100 Smart Locker units across sites in 43 countries.

In general, the retailer's standard process is to acquire equipment as an outright purchase. However, during discussions Ricoh Capital proposed that Ricoh would deliver the Smart Lockers as part of a tailored five-year rental agreement, based on monthly payments.

Ricoh provides a complete service – delivery, installation, configuration, and maintenance – as part of the agreement, including licenses for the cloud management software.



Ricoh Capital presented an excellent comparison of the costs and benefits of the financed model as opposed to purchasing the Smart Lockers outright. This made it easy for us to recognise the value of the rental approach, and helped us gain internal approvals for the project.

*Company Spokesperson*





Our work with Ricoh forms an important part of driving efficiency and innovation across our business.

*Company Spokesperson*



## BENEFITS

With the Smart Lockers in place, managers can access detailed data showing who checked out which scanners, helping to locate mislaid devices often simply by asking the employee. By encouraging personal responsibility and asking for proactive reporting of defects before there is a need for more expensive repairs, the retailer has seen lost device numbers tumble rapidly and reduced maintenance costs.

The finance agreement with Ricoh Capital allows the retailer to spread payments for the Smart Lockers over five years, helping the company to retain capital to invest in profit-driving activities. Furthermore, the predictable monthly billing model from Ricoh Capital will help to simplify the retailer's calculation and allocation of budget for each distribution centre.

A company spokesperson concludes: "Our work with Ricoh forms an important part of driving efficiency and innovation across our business. The value of our financed Smart Lockers will be twofold: they will help reduce costs in the distribution centre through more effective management of these essential, and expensive, handheld scanners, while the rental agreement allows us to focus resources on growing the business at a challenging time."

## ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimize business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organizational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.

For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)