



CASE STUDY:

Dynamic hybrid working supports innovation and enhances the employee experience



RICOH Spaces

By selecting RICOH Spaces as its global standard for workspace management, this pharmaceutical company will empower employees to collaborate and work productively, and heighten its appeal to the best talent.

COMPANY & CHALLENGE

This global pharmaceutical company harnesses the power of science to shape a better future. Thousands of employees based at innovation hubs, offices, and production sites across the globe focus on developing, manufacturing, and marketing solutions that address the world's biggest health and environmental challenges.

Always evolving, the company in recent years has aimed to position itself as a forward-looking and innovative life sciences provider. This is an essential step to attract and retain talent, and to increase its competitiveness on the global stage. A key component in this modernisation drive has been creating more dynamic, flexible workspaces. The company has moved away from assigned desk policies and now embraces agile, hybrid working, with increased digitalisation across the workplace. The goal is to develop an environment that simplifies and encourages knowledge-sharing and productive working, and enhances the employee experience.

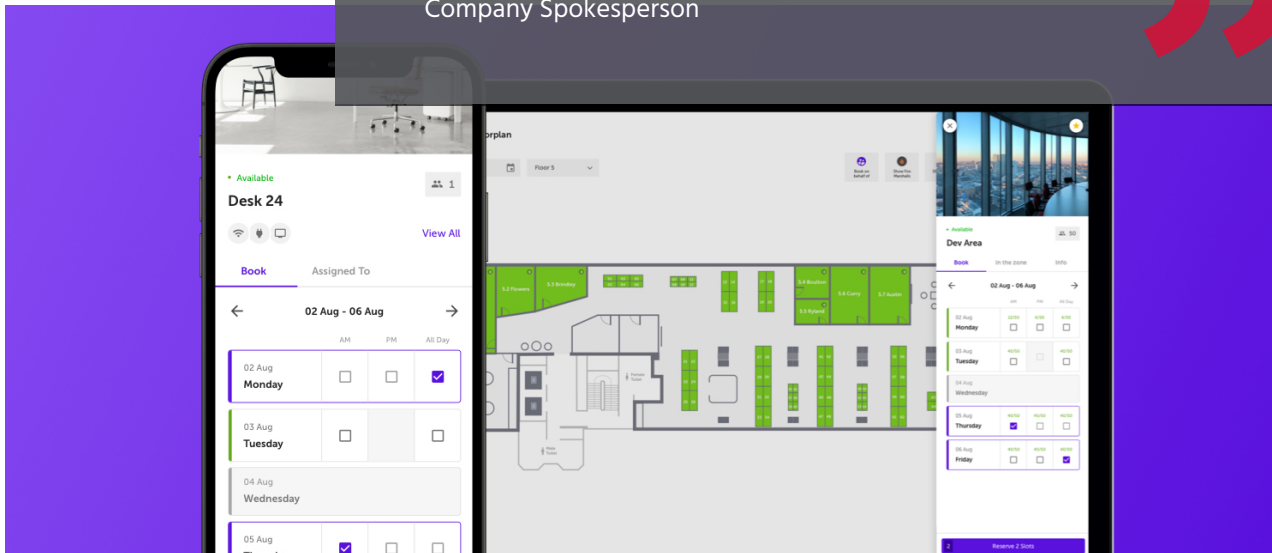
For the next phase of the workplace transformation, the company aimed to make it quick and easy for every employee to plan their day when working on site—from finding desk space and connecting with colleagues to running group collaboration sessions. As part of its broader technology strategy, the company wanted to offer employees a user-friendly digital solution to organise their time, and that would also offer insights to its Facilities Management team to help optimise the working environment.



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Company Spokesperson



SOLUTION

To lead the workplace enhancement programme, the company formed a project team made up of members from its Group IT and Facilities Management divisions. Following an extensive, year-long assessment of solutions from various vendors, including a proof-of-concept (PoC) to test functionality, the company selected RICOH Spaces to serve as its global platform for workspace management, booking, and analytics.

A company spokesperson explains: “Compared to other solutions, RICOH Spaces offered a superior user experience, with an intuitive interface in both the mobile and web application. Plus, we drew confidence from Ricoh’s proven track record managing and delivering projects on a global scale. The quality of support during the PoC was first-class: their lead developers were very responsive, and we felt we would be in safe hands.”

Working with Ricoh, the company is rolling out the solution in a phased approach across global locations, including its flagship open-plan head office.

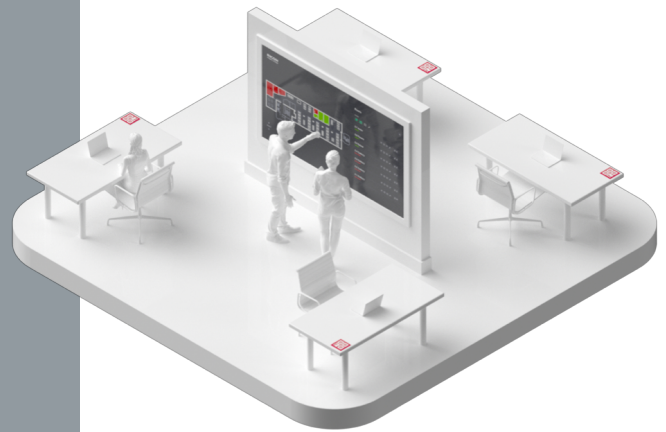
To facilitate delivery, Ricoh Supply Chain Management is providing additional commercial, legal, and administrative support to the company, such as billing in local currencies.

Once fully deployed, the company will use the full spectrum of RICOH Spaces capabilities—from desk, meeting room, car park, and zone booking to digital signage, wayfinding, and interactive floorplans. Employees will be able to find and reserve workspaces via the RICOH Spaces iOS or Android app or web browser, and book meeting rooms via Logitech wall panels. The company is also integrating RICOH Spaces with existing internet of things (IoT) sensor technologies at its head office site to provide real-time occupancy data.

The spokesperson comments: “The fact that RICOH Spaces is cloud-hosted helps to simplify and accelerate the rollout, and ensures we don’t need to worry about managing infrastructure. We have been really pleased with the Ricoh service, especially their ability to combine a global framework with localised delivery, which removes the administrative complexity associated with such a large-scale project.”

"RICOH Spaces gives us everything we need to create a modern workplace that empowers our employees to innovate and work productively."

Company Spokesperson



BENEFITS

With RICOH Spaces, the company is taking a big step towards creating dynamic, innovative, and flexible working environments, with a streamlined employee experience. In total, the company will use the Ricoh workplace enhancement platform to manage 181 floors of real estate at 62 key locations, including more than 550 meeting rooms, 13,200 deskspaces, and 1,300 car parking bays.

With RICOH Spaces, it will be quick and easy for employees to plan their working day, collaborate with colleagues, and make the most of their time in the office, innovation hub, or research centre. With just a few taps on the app, users can check the location of their peers and book nearby desks, or reserve office zones and meeting rooms to run group workshops to share ideas and push forward with research projects.

The spokesperson continues: "RICOH Spaces enables us to create, sustain, and develop a vibrant, digitally-connected workplace that aligns perfectly with our image as a modern, progressive, and forward-looking company. With the Ricoh platform, we are placing leading-edge mobile capabilities into the hands of employees, which in turn will help us to attract the best minds, especially among younger digital natives."

Over time, company managers will be able to access a wealth of valuable insights in RICOH Spaces about how employees are using the workspaces, including analytics dashboards and reports showing high and low utilisation trends. With this data, the company will be able to identify and correct inefficiencies, modify layouts to encourage better working practices, and optimise its return on real-estate investments.

The spokesperson concludes: "RICOH Spaces gives us everything we need to create a modern workplace that empowers our employees to innovate and work productively. The Ricoh platform will contribute to our culture of collaboration, and enhance our status as a science and technology leader. We are now looking at other digital tools from Ricoh, and we are excited about the next stage of our global partnership."

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For further information, please visit www.ricoh-europe.com