



CASE STUDY:

Exyte Central Europe
GmbH streamlines team
collaboration with Ricoh



With Ricoh Collaboration and Communication Services, this global services company makes running online meetings more seamless and boosts productivity among its geographically distributed teams.

COMPANY & CHALLENGE

Exyte Central Europe GmbH, with its location in Switzerland, is part of Exyte GmbH, a global leader in design, engineering and delivery of facilities for high-tech industries. With 9,000 employees in 20 countries, Exyte generates annual revenues of EUR 7.6 billion. The Swiss team focuses on the life sciences sector, supporting pharmaceutical and biotechnology companies of all sizes to expand their production capacities and deliver innovation.

Demand for design and construction of life sciences manufacturing facilities is on the rise. But every project is a hugely complex undertaking, involving specialist teams working together from different locations, following the company's multi-office collaboration approach.

Jan Schwartzer, Business Development and Sales Manager at Exyte Central Europe GmbH, begins: "As our life sciences clients strive to produce breakthrough vaccines, antibiotics and other medicines, they often need to build new factories or scale capacity at existing locations at high speed. To respond quickly to their shifting requirements, we need to ensure seamless communications across our business."



To thrive in this dynamic and rapidly growing market, Exyte Central Europe GmbH decided to move to larger offices that would accommodate twofold growth in employee numbers. The move offered an opportunity for the company to modernise its communications and print strategy. Existing laptop and projector systems offered limited sound and video quality, while employees often lost valuable time when trying to connect to meetings due to technical issues.

“We wanted to optimise collaboration among our growing teams. To achieve this, we needed more advanced communications and meeting room facilities that would make it simple to connect to calls and help us to deliver large-scale projects,” adds Jan Schwartzer.

Exyte Central Europe GmbH also hoped the new approach would help to attract and retain the best talent—a major challenge for the entire industry. By offering existing staff and potential hires the chance to work in a more modern, productive environment, the company aimed to boost its profile as attractive employer.



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*Jan Schwartzer,
Business Development and Sales
Manager. Exyte Central Europe*



“It’s great to see that Ricoh actively listens to our ideas and feedback and acts on it. Ricoh works with its partners to push the boundaries further. These product improvements then help us to become even more efficient.”

Jan Schwartzer, Business Development and Sales Manager,
Exyte Central Europe



SOLUTION

In the first stage of the project, Exyte Central Europe GmbH worked with Ricoh to streamline and optimise its print solutions. Using different models of Ricoh multi-functional printers and plotters, the company benefits from a standardised and centralised solution for fast A4 scanning and printing output such as A0 large-format site plans and technical drawings, and high-resolution design graphics for customer presentations.

Jan Schwartzer explains: “We were very impressed when we visited the Ricoh showroom near Zurich. The Ricoh team was very well prepared and understood exactly what we wanted. They gave us a good overview of the market and then presented a range of options tailored to our needs. I was amazed by Ricoh’s excellent customer service!”

To enhance its communications strategy, Exyte Central Europe GmbH selected a Ricoh Communication Services package certified for Microsoft Teams, which was a key criteria for the central corporate IT team. The solution includes cutting-edge Yealink MeetingBoards with touchscreen collaboration and Microsoft Whiteboard features.

“Over recent years, we’ve adopted Microsoft 365,” adds Jan Schwartzer. “The Ricoh solution allowed us to build on this deployment and add integrated, interactive tools to improve our videoconferencing. For example, the advanced camera and microphone systems produce sharp video and clear sound that make the meeting rooms a pleasure to use. The video automatically pans, tilts and zooms as you move around the room. Larger teams are captured smoothly without the need to move the camera. It’s just a whole different level.”

Ricoh managed the implementation of the Communication Services solution, working with the corporate IT team at Exyte Central Europe GmbH. “RicoH installed everything on time and deployed the solution perfectly in step with our office fit-out. During the setup and configuration, Ricoh gave outstanding technical and business support.

We wholeheartedly recommend Ricoh to anyone needing a cost-efficient and powerful Communication Services solution,” adds Jan Schwartzer. In addition, Ricoh works closely with both Microsoft and Microsoft Gold Communications Partner Yealink to ensure Exyte Central Europe GmbH has access to the latest collaboration functionality. Ricoh and Exyte Central Europe GmbH meet regularly at least twice a year to discuss enhancements and the solution roadmap.



With Ricoh, we've given our teams the flexibility to work seamlessly across locations. And we can now host in-house events more easily, helping us to reach out to new and existing clients. I'm proud that after we started using our new meeting rooms, our corporate headquarters in Germany now wants to upgrade their meeting rooms with Ricoh. This clearly shows that we've achieved something great together.

Jan Schwartzter, Business Development and Sales Manager, Exyte Central Europe



BENEFITS

Exyte Central Europe GmbH now benefits from more flexible meeting room facilities and improved communications. "We always look for technology that optimises our processes," says Jan Schwartzter. "The Ricoh solution does exactly that. We now have first-class facilities for meetings that eliminate connection issues and ensure we get down to business from the get-go—without delays, and with no talking over each other, and no misunderstandings."

For Exyte Central Europe GmbH, the new meeting rooms are an investment in the future. "We wanted to create a state-of-the-art working environment," notes Jan Schwartzter. "The Ricoh solution is cost-efficient and the new rooms are being used a lot, which shows that our people really like the possibilities they offer. In time, they will help us to attract talent and ensure we hold onto the best people."

With the Ricoh solution, collaboration between teams is simpler and group calls are now more dynamic and deliver greater business value, as Jan Schwartzter confirms: "It's much easier to share a whiteboard with colleagues in Texas, Shanghai and Stuttgart to get things done together. We have seen no better or more advanced collaboration solution. Features such as Microsoft 365 Whiteboard integration are a massive improvement over analogue flipcharts. The notes on digital whiteboards are automatically stored in the right place, so no manual process is needed to document meetings and decisions."

In addition to the meeting rooms, Exyte Central Europe GmbH also set up a larger conference room with the latest presentation tools to host events and customer meetings, something the company could not do before.

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.ch