



## Major insurer enhances the workplace experience with RICOH Spaces



### RICOH Spaces

- Enables seamless booking of 375 desks and 40 meeting rooms
- Helps plan daily catering needs with reliable attendance data
- Supports data-driven optimisation of workspaces

---

## COMPANY & CHALLENGE

The customer is a major insurer, offering car, home, and travel insurance to clients in the United Kingdom and beyond.

The insurer operates a hybrid working model, with employees splitting their time between remote sites and several main offices. To support this approach, the offices are equipped with modern meeting rooms and digital tools to help teams collaborate seamlessly, wherever they are working, while the insurer provides lunches for employees at the corporate headquarters. But with numbers on site fluctuating each day, ensuring workspaces and catering were available for everyone presented challenges.

A spokesperson for the insurer explains: "Our previous workplace management tools were relatively limited. We wanted to upgrade to a system that would help us analyse attendance trends and plan daily catering. Employee experience was important, too: we wanted to offer people the option to reserve everything they need for a day in the office in advance—not just desk space, but also meeting rooms and parking bays."



## SOLUTION

### Integrated workplace management

After a detailed assessment process, the insurer selected RICOH Spaces to manage and analyse the workspaces at its offices. The workplace transformation platform provides integrated desk, meeting room, and car park space booking, plus data analytics and reporting tools.

The spokesperson explains: “The Ricoh team travelled to our headquarters site and ran several helpful demos, which gave us an opportunity to explore the functionality of RICOH Spaces in real depth. We were particularly impressed with the intuitiveness of the platform, and the extensive range of capabilities.”

In the first stage of the implementation, the insurer provided Ricoh with key data on the offices, including email addresses for the various meeting rooms, and digital blueprints of the sites. Then, Ricoh developed interactive 3D floorplans that show available desks, rooms, and car parking bays, plus other amenities such as canteens and dedicated collaboration zones. Before the go-live, Ricoh also ran training sessions with employees from each of the office locations, and created a clear how-to guide to help employees get started with the platform.

“

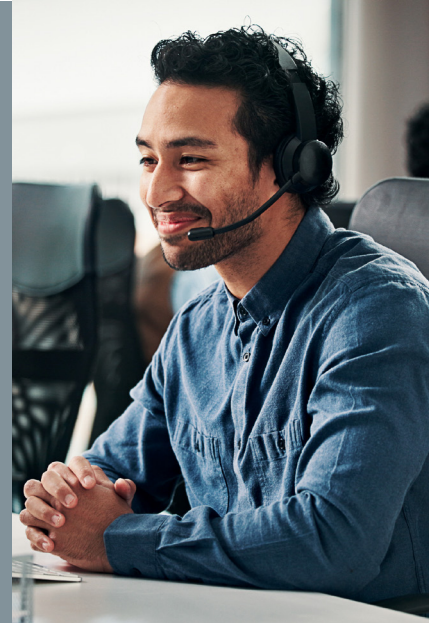
RICOH Spaces has become integral to the success of our hybrid working policy, and how we manage our workspaces. The platform is helping our people collaborate effectively and work productively when on site.

SPOKESPERSON  
MAJOR INSURER

”

“RICOH Spaces gives our employees a simple, quick, convenient way to plan their day on site. The whole process is intuitive: when you reserve a desk, the system will automatically nudge you to select a parking space.”

SPOKESPERSON  
MAJOR INSURER



Today, users can access RICOH Spaces via mobile app or desktop browser to check and reserve workspaces before heading into the office. Seamless integration with Microsoft 365 means that employees can log into the Ricoh solution using their standard Microsoft credentials, rather than having to remember additional passwords, while all bookings made in RICOH Spaces appear in their Outlook calendars.

The spokesperson continues: “The Ricoh team helped us to achieve a very smooth rollout of the platform. The communication was always good and clear, and Ricoh was open to our feedback and ideas. We were especially pleased with the support for our users, which ensured they were confident navigating the platform.”

## BENEFITS

### Making bookings easy

With RICOH Spaces, the insurer can seamlessly manage workspaces, desk and meeting room bookings, and occupancy levels at all of its main offices. In total, the company manages around 375 desks and 40 meeting rooms in the Ricoh platform, including 28 at the headquarters site, along with 140 car parking bays across multiple levels.

Working with the Ricoh team, the insurer aligned bookings in the platform with its unique office policies and protocols. For example, on the two days of the week when the headquarters site is closed, the insurer has removed the option to reserve desk and meeting rooms. Similarly, the insurer added defined spaces to the 3D floorplans in the system, including an executive zone and a HR zone, where desks are allocated to specific employees, rather than being available for booking by anyone within the organisation.

The spokesperson explains: “RICOH Spaces gives our employees a simple, quick, and convenient way to plan their day working on site. The whole process is very intuitive: when you reserve a desk, the system will automatically nudge you to select a parking space. Plus you can see where your colleagues are planning to work, then reserve nearby spaces to work together on shared projects. The feedback from our teams has been very positive.”

For the insurer’s facilities team, the Ricoh platform provides rich data and reports tracking bookings, attendance, and hybrid working trends. This will not only help them to plan daily catering requirements at the headquarters site, but will also inform remodelling and optimisation of the workplaces over time, ensuring efficient use of real estate.



“The Ricoh team helped us to achieve a very smooth rollout of the platform. The communication was always good and clear, and Ricoh was open to our feedback and ideas.”

SPOKESPERSON  
MAJOR INSURER



The spokesperson concludes: “RICOH Spaces has become integral to the success of our hybrid working policy, and how we manage our workspaces. The platform is helping our people collaborate effectively and work productively when on site. We are continuing to expand as an organisation, and we will certainly think about using RICOH Spaces to manage additional locations.”

---

## ABOUT RICOH

Ricoh is a global integrator in workplace transformation, operating in approximately 200 countries and regions and headquartered in Tokyo. Supporting customers’ value creation, Ricoh offers workplace services and solutions that empower organizations to work smarter through advanced technologies—including AI—together with long-standing expertise rooted in printing. Ricoh also operates commercial and industrial printing businesses and delivers new solutions leveraging inkjet technology. In the financial year ended March 2026, Ricoh Group had worldwide sales of 2,608 billion yen (approx. 16.4 billion USD). For 90 years since our founding, Ricoh has upheld its mission and vision of empowering individuals to find Fulfillment through Work—and that commitment continues today. By understanding and transforming how people work, we unleash their potential and creativity to realize a sustainable future. For further information, please visit [www.ricoh.com](http://www.ricoh.com)

---

**RICOH**  
imagine. change.

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

The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners. Copyright © 2026 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/or incorporated into other works without the prior written permission of Ricoh Europe PLC.