



A new workspace
offering an improved user
experience



GIUFFRÈ FRANCIS LEFEBVRE

COMPANY PROFILE

Giuffrè Francis Lefebvre is one of the major players in Italy in the field of professional publishing. It was created out of the merger of the historic publisher Giuffrè Editore with Memento Francis Lefebvre in 2018 and is part of the Lefebvre Sarrut international group, which has operations throughout Europe with eight subsidiaries and more than 2,400 employees.

The products of Giuffrè Francis Lefebvre are intended for professionals in the legal, tax, employment and business sectors and include high-quality instruments, management software and IT solutions based on authoritative sources and reliable methods.

The hallmarks of this company are excellence, a focus on innovation and a capacity to support professionals every step of the way.



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*CARLOTTA UTTINI
DEMAND MANAGER AT GIUFFRÈ FRANCIS LEFEBVRE*

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CHALLENGE

In September 2023 Giuffrè Francis Lefebvre moved to a state-of-the-art facility at Via Monte Rosa in Milan. The transfer to new headquarters offered an opportunity to inaugurate a new way of working and a new concept focused on the employee experience.

In particular, the company wanted to create a workspace in which people felt involved and creatively stimulated and in which they could work together in a truly effective manner.

Carlotta Uttini, Demand Manager, explains: “When designing the new spaces, the aim was to support hybrid work, improving for example communication between people in the office and colleagues working remotely. We therefore needed to review our approach to working environments with the aim of promoting sharing and greater employee satisfaction”.

PROJECT

“We turned to Ricoh Italy, which was already our printing supplier” explains Demand Manager Carlotta Uttini. “We involved Ricoh right from the very initial stages of the project for the new headquarters, and this was fundamental in properly integrating spaces and technologies”.

Ricoh worked in synergy with all parties involved, specifically Giuffrè Francis Lefebvre’s IT, Facility and HR departments, although also with the architects and designers responsible for handling the refurbishment. “It was an important change and being able to count on our technology partner’s experience ensured that we could create a workspace that was capable of perfectly fulfilling all needs and requirements”, comments Carlotta Uttini.

“The professionals at Ricoh carried out system integration work to ensure that the new environment also incorporated some of the solutions that we were already using, enabling us to safeguard previous investments”.



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SOLUTIONS THAT FACILITATE TRANSFORMATION

The project resulted in the realisation of 14 rooms in different sizes: from meeting rooms designed for two or three people - and equipped with a monitor and video-conference equipment - to large training rooms incorporating domotic systems, comprehensive teamwork solutions - including interactive whiteboards - and audio/video systems with ceiling-mounted microphones and video cameras.

In addition to these rooms, there is also a management room and a large auditorium, which operates as a genuine 'digital hub' and can be used for both internal and external events.

“We wanted to create a working environment that was genuinely accessible and could improve the individual experience, and also to ensure that it was clearly perceived as such”, Carlotta Uttini clarifies. “The choice to use also RICOH Spaces reflects this approach. This is a cloud-based solution that enables users to book desks, meeting rooms and parking spaces quickly and conveniently using a smartphone app”.

A guest management feature was also added, which can help to improve the visitor experience and speed up the check-in process at reception.

THE VALUE OF RICOH CAPITAL

One aspect that was particularly appreciated by the company was the ability to use the financing services provided by Ricoh Capital, which made it possible to:

- avoid the initial investment
- spread out the cost over time
- optimise administrative processes thanks to the issue of one single invoice for hardware, software and services
- extend the financing to cover also the printing technologies falling under the previous contract

CONTINUOUS INNOVATION

“We are extremely satisfied with the work carried out by the professionals at Ricoh Italy as well as the support that they continue to provide us in the form of assistance, intervening quickly where required”, stresses Carlotta Uttini. “We are continuing to engage with Ricoh as we are well aware that the way of working is constantly evolving, and we are ready to seize new opportunities for innovation and change”.



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 optimise business performance.

Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD).

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

For further information, please visit www.ricoh.com

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