RICOH
imagine. change.



A tailored workplace to foster collaboration

MITSUBISHI ELECTRIC

COMPANY PROFILE

Boasting over 100 years of history, Mitsubishi Electric is a world leader in the manufacture and marketing of electrical and electronic equipment. Its solutions are applied in a wide range of sectors: IT and telecommunications, space research and satellite communications, consumer electronics, technology for industrial applications, energy, transport and construction.

The Italian subsidiary, established in 1985, operates with three business units: Air Conditioning, Industrial Automation and Automotive. Sales for Semiconductors are also supported. Both globally and locally, the company is distinguished by its strong commitment to environmental sustainability and the promotion of corporate social responsibility initiatives.



AN EXPERIENCE-DRIVEN TRANSFORMATION

The relocation of the Italian headquarters to the Energy Park in Vimercate represented an opportunity for Mitsubishi Electric to completely rethink its work spaces, adapting them to the new smart working mode. At a time of profound transformation in the way people work, it was essential that the physical environment also reflect this change.

Andrea Magistris, General Affairs Manager at Mitsubishi Electric Europe B.V. - Italian subsidiary, explains: "We placed great emphasis on experience and synergy between people, favoring open space environments that foster collaboration. The aim was not only to modernise the space, but also to make a technological leap to support effective collaboration, both for teams in the office and those connected remotely.

Special attention was given to the creation of high-tech meeting rooms, designed to ensure smooth communication in every context: from internal training to daily interaction between teams, to meetings with customers and partners."

> The technologies introduced have significantly improved people's everyday experience, helping to create a customised workplace.

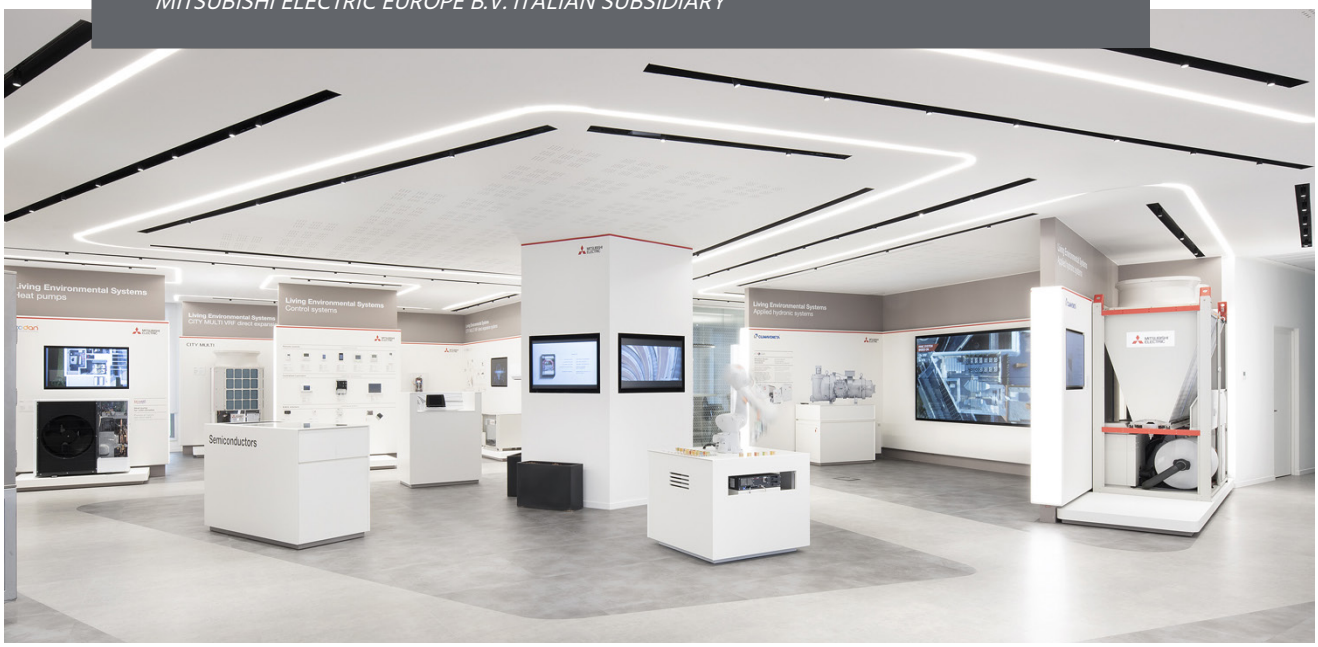
ANDREA MAGISTRIS
GENERAL AFFAIRS MANAGER
MITSUBISHI ELECTRIC EUROPE B.V.
ITALIAN SUBSIDIARY

COLLABORATION THROUGH MEETING ROOMS

To implement a project that would meet all these requirements, the company turned to Ricoh Italy, already an established partner that had taken care of the printing infrastructure at the new headquarters. The project resulted in the creation of about 20 meeting rooms divided into two types. The first follows a bring-your-own-device (BYOD) approach, which allows users to easily connect their personal devices to flexibly initiate and manage meetings. The second type, designed for larger meeting rooms, is based on the Microsoft Teams Rooms solution, which natively integrates advanced audio and video capabilities to provide even more advanced and structured collaboration, both in-person and remotely.

The project is completed by the introduction of interactive whiteboards interfaced with the audio/video systems in the spaces, making the experience among work teams even more collaborative and effective. The technologies introduced have significantly improved people's everyday experience, helping to create a customised workplace.

> We chose to rely on Ricoh again not only because of its cutting-edge technologies, but more importantly because of its ability to listen to us and thoroughly understand our specific needs.
>
> *ANDREA MAGISTRIS*
> *GENERAL AFFAIRS MANAGER*
> *MITSUBISHI ELECTRIC EUROPE B.V. ITALIAN SUBSIDIARY*



A SHOWROOM THAT TELLS A STORY OF INNOVATION

Mitsubishi Electric then created a showroom designed as an experiential and immersive space. To achieve this goal, a digital signage system was implemented based on large video walls through which content is communicated on the featured products, along with institutional messages that convey the brand's identity and values.

"The video walls, together with the fact that many of our products are in motion, contribute to an even more dynamic environment that perfectly represents Mitsubishi Electric's innovative approach. This is greatly appreciated by visitors, who find the showroom not only informative, but also engaging and stimulating," comments Magistris.



A PARTNER TO BUILD VALUE OVER TIME

Ricoh Italy, formerly Mitsubishi Electric's printing supplier, has made it possible to achieve important results in terms of efficiency and cost reduction by optimizing the number of devices – reduced by 50% compared to the previous situation – and introducing badge printing, which has eliminated the problem of documents being sent and never picked up, while also improving information security.

The manager concludes: "We chose to rely on Ricoh again not only for its cutting-edge technology, but above all for its ability to listen to us and to fully understand our specific needs, an aspect that very often suppliers underestimate and which is crucial for successful projects. Ricoh has also enhanced and integrated existing technologies, thus safeguarding previous investments. We saw this approach, which is not always guaranteed by other providers, as a concrete sign of the company's commitment and professionalism. Once again, Ricoh has proved to be a reliable partner capable of accompanying us on a path of innovation that has really made a difference."

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 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 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 realise a sustainable future.
For further information, please visit www.ricoh.com

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