



## CASE STUDY

# Horeca Totaal gets smart storage for handheld scanners thanks to Ricoh



- Money saving and time saving
- Intuitive use
- Increased productivity

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## Company Profile

Horeca Totaal is a supplier of fresh, high-quality products for catering operations in Belgium, with a current focus on Flanders and the Dutch region of Zeelandic Flanders. The company has around one thousand active clients, with Horeca Totaal supplying products every day from Monday to Saturday. The company also serves private clients at two stores in Bruges and Ostend. The specialized wholesaler has recently completed a takeover in Antwerp, underlining its ambition to become the largest of its kind in the country.

IT is a key link in the process, from beginning to end. "As soon as a network cable is attached, we know about it", explains Dudley Vanquatem, IT Manager at Horeca Totaal. His department is also responsible for handheld scanners, an important tool in stock management. Until four or five years ago, employees at Horeca Totaal also used the scanners for order picking, but since switching to a WMS (Warehouse Management System), the scanners are now used solely for managing stock.



## Challenge

One of the problems Horeca Totaal had to face was the frequent 'disappearance' of handheld scanners. "We have around 250 employees working in a shift system, which means that you need 60 to 70 handheld scanners. Before, there was always the possibility of 40 of them being missing, either because they were put back in the wrong place, or left behind after a shift. In some cases, they were also faulty", explains Dudley Vanquatem.

A solution needed to be found, as buying new scanners was expensive.

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Now, everyone has a scanner from the very start of his or her shift.

If you can work a vending machine, then you can work a smart locker.

*DUDLEY VANQUATEM  
IT MANAGER  
HORECA TOTAAL*

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Thanks to advanced and smart functionality, it's now possible to know exactly who collected what and when, what has been returned, and what condition it is in. The Smart Locker stores all of this information and informs you promptly if action is needed.



## Solution

Horeca Totaal searched the market for a solution to help reduce both failure and loss of the handheld scanners. "It was a broad search. We saw a range of options, including some with GPS tracking. But that would not have been the ideal solution from us seeing as we work from two permanent sites and the accuracy of the GPS in the scanners was insufficient for our specific situation." Ultimately, the organization opted for a solution from Ricoh in the form of the Smart Locker.

This scalable locker system is an electronic storage solution, without a key, that can be used to securely store and distribute valuable equipment like handheld scanners. It also integrates seamlessly with the IT network and the content of the lockers can be quickly assigned and released.

Horeca Totaal opted for two locker systems. In the main warehouse, a system of 44 scanners, and in the shop in Bruges, a smart locker with 22 storage spaces for the scanners. The scanners work in both lockers, but it is intended that they will remain in the precise location. Dudley continues, "The system is very straightforward. The employee goes to the locker with his or her usual badge, which is the first convenient aspect of the solution. He or she then uses the numeric keypad on the Smart Locker to select the scanner type – A or B – for the job. The Smart Locker then indicates the door from which to obtain the scanner. The system then logs that employee A took the scanner."

At the end of his or her shift, the employee returns the scanner to the Smart Locker, scans it in using a barcode, and opens the door. The employee then merely needs to indicate whether or not the scanner can be used again in the next shift. If it can't, the door holding that scanner gets locked. Only the IT department can then release and/or repair the scanner.

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This saves us so much time. We now spend around ten minutes a day, as a team, on the scanners. In the past, we sometimes spent days looking for lost scanners.



*DUDLEY VANQUATEM*

*IT MANAGER*

*HORECA TOTAAL*

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## Benefits

### **Ricoh carried out original setup of the Smart Lockers.**

Everything about the system is so logical that the IT team at Horeca Totaal was able to carry out the remainder of the configuration.

Dudley continues, "We're not using all of the features of the system yet, but we know that it can do a lot more. As an IT department, we can also use the Smart Lockers to distribute computer equipment such as mice and keyboards."

In addition, during use, everything is clear – Horeca Totaal has compiled a short instruction manual for employees explaining how to collect and return the handheld scanners to the Smart Locker.

One of the major benefits is that missing scanners are a thing of the past, which has helped to boost productivity. At the beginning, employees were quite reluctant to use the technology as they saw it as a form of control. Now that they see that the scanners are always in the right place, they understand how much better it is for everyone. Vanquatem explains, "At the start of their shift, morning or afternoon, employees now have a scanner. Before, they could lose one or two hours just looking for one. We were happy if we could find 20 scanners a day. Now they use the Smart Locker to see who has a handheld scanner that they find lying around."

There is no longer any discussion about who damaged a scanner, as the IT team can see who took the scanner from the Smart Locker and when it was returned. They receive a notification as soon as the scanner has a fault or technical error.

That way, the team can anticipate problems much faster. "This saves us so much time. In figures, we now spend around ten minutes a day, as a team, on the scanners. In the past, we might have spent several days looking for lost scanners, ordering parts, and carrying out repairs," explains Dudley Vanquatem. It is also easier to send updates to the scanners.

Obviously, the system has a price tag, but the ROI is extremely positive and the management has been impressed with the solution. "Equipment costs have fallen considerably – a scanner can cost 1000 Euros – and productivity has generally improved. This means that we can get our products to clients safer, faster, and with more efficiency."



#### **Saves money**

See a rapid return on your investment.



#### **Saves time**

No need to rely on someone else's agenda, decide for yourself when to collect or return.



#### **Safe and secure**

The equipment is not only stored in secure lockers, but employees can also collect and hand over equipment contact-free.

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## About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communication services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2020, Ricoh Group had worldwide sales of 19.06 billion USD.

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