



CASE STUDY:

Ricoh smart lockers enhance employee welfare at Marchesini



Ricoh's smart lockers enable employees to collect their online parcel orders directly from their office in a secure, simple way.

COMPANY & CHALLENGE

The Marchesini Group, a leading producer of packaging machines for pharmaceuticals and cosmetics, is a focal point for experience and innovation, a combination that is essential in order to satisfy client needs. The history of the Marchesini Group started in 1974 in Pianoro, in the province of Bologna. Since then, the company has continued to explore new horizons, investing in know-how and expertise in order to bring value to the market.

"Our strategic asset - according to Valentina Marchesini, HR Manager at the company - has always been innovation and our objective has been to act as a partner for our clients, whether small businesses or multinationals. We offer them bespoke solutions, keeping an eye for detail throughout the design and production phases".

Investing in People

Technology is rapidly advancing and the Marchesini Group seeks to remain at the cutting edge. As Valentina Marchesini explains: "Talent and individuals play a fundamental role, and for this reason we focus a lot on professional development through training and refresher courses. We do everything we can to encourage staff to remain with the company, and in fact turnover is very low. For example, we have developed a welfare plan that constantly seeks to offer employees new benefits and initiatives, enabling them to save time and to improve their work-life balance".

SOLUTION & BENEFITS

E-commerce is becoming increasingly widespread, and being able to receive parcels directly at work is a major benefit for employees. However, there is a risk that distributing parcels could translate into additional work for logistics staff, due also to the large number of deliveries. This was why it was not possible to receive private deliveries at work in the past.

"In order to provide this option to employees - Valentina Marchesini explains - we had created our own 'DIY' locker where parcels addressed to staff could be left. However, this solution was not particularly secure and was difficult to manage. Ricoh, which was already our technology supplier, engaged with our requirement and proposed smart lockers to us: high-tech lockers that can be used as self-service points for collecting goods. This solution immediately struck us as attractive, and it is in fact widely used by all employees".

"Our logistics staff - Valentina Marchesini continues - load the parcels into lockers. The recipients then receive an email with a unique code which they need to type into the Ricoh locker display in order to open the locker containing their parcel, or parcels. We are all extremely satisfied with this new solution, also because the smart lockers are easy to use as well as guaranteeing security and traceability. Where deliveries are made in person, there is a risk of parcels being opened by the wrong person by mistake, or of the goods being lost. Now security is 100% guaranteed".

Marchesini Group is already considering new projects for improving wellbeing at work even further and for ensuring that employees feel that they are the number one priority.



"Smart lockers can be personalized with additional functions and can be used in lots of different ways. We are already considering others that can enable us to offer further services to employees".

Valentina Marchesini
HR Manager, Marchesini Group



ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 85 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.

For further information, please visit www.ricoh-europe.com