



ΔΗΜΟΣ
**ΚΕΡΑΤΣΙΝΙΟΥ
ΔΡΑΠΕΤΣΩΝΑΣ**

The Municipality of Keratsini – Drapetsona, responding to modern technological developments, adopts new forms of organisation and operation, which allow it to increase the efficiency and productivity of its services.

COMPANY & CHALLENGE

Located in the Piraeus region, just west of Athens in Central Greece, the Municipality of Keratsini – Drapetsona provides local government services to around 90,000 people. The Municipality's core responsibilities include the administration and delivery of social, health, culture, sport, education, civic protection, environmental, and cleaning services to the citizens and businesses in the towns of Keratsini and Drapetsona.

Although located in a region famed for its long and rich history, the Municipality of Keratsini – Drapetsona is looking to the future, embracing modern, innovative solutions to make life easier for citizens. For example, some years ago the Municipality introduced online portals to enable local people to pay taxes and submit official forms from the comfort of their homes.

However, some documents still require a manual signature on a physical form. Collecting this paperwork created challenges for citizens, who could only collect during Town Hall opening hours in the working week. And for the Municipality, employees would often spend unproductive time away from their desks, handing over documents.

Konstantinos Tsefalas, General Secretary at the Municipality of Keratsini – Drapetsona, explains: "We wanted to offer our citizens greater flexibility around when they could collect documents. When reaching the Town Hall, we wanted them to be able to pick up items straightaway rather than searching for the right people to provide the forms. Adopting a self-service model would also free our employees and save valuable time."

SOLUTION

During an event showcasing new technologies, the Municipality found a solution offering the ideal combination of digital innovation and intuitive self-service capabilities: Ricoh Smart Lockers. Keen to trial the concept, the Municipality engaged Ricoh business partner Intertech to provide a demo version of the solution, enabling citizens to order documents online, then pick them up from the Smart Lockers whenever suited them.

Konstantinos Tsefalas continues: “We ran the demo over several months to assess the impact of the Smart Lockers on our services, and the results were excellent. Our employees especially liked the user-friendly functionality. Intertech are also a long-term technology partner to us, having provided office equipment for many years, so we were happy to move forward together to implement the Ricoh Smart Lockers.”

Today, the Ricoh Smart Lockers stand just outside the entrance of the Town Hall in Keratsini, with customised graphics added, including the Municipality’s logo. Citizens order documents via the Municipality’s website and can request pickup from the Smart Lockers. On receiving the online request, a Municipality employee prints and places the forms in an individual compartment in the Smart Lockers, before sending an email notification to the citizen using a bespoke software program provided by Intertech, with details on how to collect the item.

Citizens then have several days to pick up the document, before the Municipality reuses each individual compartment. On arriving at the Town Hall, citizens simply present a barcode to the Smart Lockers interface or key in their one-time PIN to open the relevant compartment and collect their document.



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BENEFITS

With the Ricoh Smart Lockers, the Municipality has taken another step towards making life better for the people of Keratsini and Drapetsona, with innovative, flexible services. Citizens can now collect forms any time, 24/7—without having to worry about official opening hours or searching for the right person to hand over items.

Konstantinos Tsefalas continues: “When we publicised the new model for document collection, people were surprised about how quick and simple things were. For people with questions when using the Smart Locker for the first time, we trained our security guards to provide a helping hand. Over the last three months, we have tracked many hundreds of document collections, which shows the popularity of the new concept.”

The Ricoh Smart Lockers have also improved internal efficiency at the Municipality, as employees no longer spend time handing out printed forms in person, and instead simply drop off the paperwork for collection.

Konstantinos Tsefalas concludes: “Working with Intertech to introduce the Ricoh Smart Lockers has been a real win-win scenario: we are achieving our objective of delivering better services to local people, and our employees have more time for value-add work. Rather than feeling restricted to our opening hours, citizens are very happy with the option to collect papers whenever it works for them.”



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.

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