

Smart Locker Solutions





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1

Why now is the right time to consider Smart Lockers?

To build operational resilience, your organisation needs robust digital technology designed to help you maintain business continuity, prioritise security and enhance efficiency. Smart Lockers deliver these critical benefits to your organisation and create better experiences for your employees and your customers.

If you haven't explored how Smart Lockers could benefit your organisation, now is the time. Digital technology has advanced.

The workplace and the way we consume has changed, and expectations have shifted. Organisations are rapidly introducing hybrid working practices to adopt the split

between home-working and office-based working with on-site delivery teams in all environments requiring remotely managed solutions. Those who aren't finding ways to optimise and adapt operations are falling behind.

Smart Lockers can automate complex processes to increase efficiency and productivity.

They can equip leadership teams with the business intelligence and assurance to make business-critical decisions in any circumstances.

And if there is a need to change workflows quickly, Smart Lockers can help you adapt while limiting the impact on your organisation.



A modern office interior featuring a row of smart lockers in the foreground. A woman in a denim jacket and dark skirt stands with her back to the camera, looking at her phone. In the background, several people are working at desks with computers. The office has a bright, open feel with large windows and a colorful geometric mural on the wall. The floor is made of light-colored wood. The overall atmosphere is professional and tech-oriented.

2

Why choose Ricoh for Smart Lockers?

Smart Lockers are an essential part of your digital infrastructure. Choosing a system must go beyond the physical locker and its installation. To leverage the full benefits of Smart Lockers, understanding digital integration and how to harness data intelligence is crucial.

You need an expert partner by your side, well-versed in implementing, integrating and evolving digital services within diverse business environments.



2.1 Your Digital Services Partner

Time and time again, we observe that advancing digital technology is as much about installing hardware and software as it is about understanding people.

Our expertise in digital transformation gives us an expert perspective on the common challenges businesses face when implementing digital strategies.

We work with you to shift your organisational culture and internal attitudes towards technology to nurture user adoption, ensuring you can leverage the full return on your investment.

We have a proactive approach to any project and seek to introduce new ideas and identify new opportunities to streamline processes where possible.

Crucially, our global service and support network means we can maintain and optimise your technology as your business changes over time.

As part of our provision, we can also help you with label print management and robotics support, as well as Smart Lockers.

- An expert end-to-end solution provider with the scale to deliver solutions and services globally
- Highly experienced in handling complex digital integrations into existing organisational settings
- Independent advisor and supplier providing complete impartiality, cost transparency and ongoing service delivery
- Multiple solutions for large, medium and small organisations
- Supported by an extensive, multi-territory installation, service and support network, all provided by a single point of contact and agreement



2.2 Working with your organisation in challenging conditions

We have adapted our approach to digital services to help organisations survive and thrive during challenging conditions. Our team partners with you on a consultative basis, exploring your short-term needs and long-term goals to strengthen your organisation.

2.3 Our industry-leading manufacturers and partners

We partner with the most innovative design, technology and manufacturing providers working at the forefront of Smart Locker technology. Ricoh was one of the first European providers of Smart Lockers. We understand the product, its benefits and have influenced the development of Smart Locker technology through our strong network of manufacturers and global customers.



3

How can Smart Lockers benefit your organisation?

Smart Lockers have many functions suitable for the workspace and customer-facing environments. We can also supply bespoke Smart Locker systems for highly specialised sector use cases.

Office & Workspace

- Personal storage
- Device management
- Parcel & document delivery
- Corporate mailroom

Retail

- Click & Collect

Logistics & Warehousing

- Device management
- Personal storage
- Parcel & document delivery

Parcel & Mail Delivery

- Parcel delivery
- Mail & postal delivery



Office & Workspace Smart Lockers



4

Office & Workspace Smart Lockers

Workspaces are rapidly evolving in line with technology and working practices. Hybrid working, driven by a collective demand for flexibility at work and the rise of connected technologies, has increased the need for automated processes.

Your organisation must identify digital technology that can accelerate hybrid working, offer better experiences, and futureproof your organisation to increase agility, reduce cost, and maintain business continuity.

Smart Lockers can help your business run more efficiently, make significant cost savings and mitigate risk.

They can support your workforce with secure personal storage and efficient device distribution ensuring your employees have immediate access to everything they need to do their work effectively, and your management can access seamless governance and reporting from anywhere.

Securing parcel delivery and the delivery of other personal goods, mailrooms, and receptions can also benefit from the unique potential of Smart Lockers.

4.1 Personal storage

Personal storage Smart Lockers for the Office and Workspace offer flexible storage for your employees and visitors.

Unlike traditional lockers, Smart Lockers are easy to manage and can be reassigned electronically and with keyless access, ensuring lost keys are no longer an issue.

Providing an intuitive and automated experience, employees can book Smart Lockers through a digital application before attending the office or hosting visitors.

Using a unique code or application, users can then access their locker space for the duration of their assigned time.

This functionality is well suited to hybrid working and allows facilities managers to track usage effectively for future space planning and people management.

Smart Locker technology can also integrate with critical business systems using API integration, enabling data access to support decision making and process management.



Workplace benefits:

- Frictionless workplace experience for hybrid workers
- Convenient day storage for mobile employees with remote booking system
- Remote management to assign storage and maintain accountability
- Seamless integration with business systems for end-to-end management and monitoring

Technical features:

- Keyless user access via a keypad or smartphone
- Existing lockers can be retrofitted with little effort to increase capability and governance
- Modular and scalable solution
- Can be supported by cloud or on-premises infrastructure

Case study:

Ricoh deployed a personal storage Smart Locker solution for a large UK building society as part of their move towards hybrid working and agile working practices.

- Our team was able to identify fewer lockers were required in comparison to a traditional locker solution
- The organisation found that a flexible solution worked effectively, which could be upscaled or downscaled based on requirements, e.g. permanent personal storage or day locker storage
- Data demonstrating locker utilisation was used to facilitate future planning of office relocations





4.2 Device management

Operational resilience starts with making sure your employees have access to the technology they need. This means equipping your people with a laptop or desktop computer and a mobile device in many organisations.

Often employees need replacement devices due to failure or loss, or new starters need a suite of technology to get them going. Using a Smart Locker can make this transaction easier and reduce the impact on your IT function.

The delivery and collection of IT equipment is still distinctly analogue. By integrating a Device Management Smart Locker with a service delivery software solution, organisations can provide a seamless Click & Collect experience for business-critical assets.

Using this setup, a user can contact their IT service desk and request a device or suite of technology. IT will then process the request, and a pick-up code will be sent to the end-user to collect the goods from a Smart Locker.

Equally, this process can simplify device drop off for returns and repairs. For everyone involved, the process becomes less manual, saving time and cost for your organisation. If you don't use an IT service delivery platform, the embedded Smart Locker technology can offer a similar end-user experience.

Smart Lockers can also manage the assignment and increase accountability, reducing loss or damage for devices like projectors and tablets that must be returned.

Workplace benefits:

- Efficient distribution of business-critical devices when your employees need it most
- Automated device collection with minimal IT resource required
- Remote management and distribution of devices limiting check-in and check-out time
- Convenient charging facilities can make sure devices are ready to use on collection

Technical features:

- Keyless user access via a keypad or ID card reader
- Secure user access, based on job role/authority
- Allocate IT devices
- Digital notification system to manage Click & Collect or integrate with IT service platform





4.3 Parcel & document delivery

Parcel and document delivery
Smart Lockers offer a convenient and contactless collection point for external and internal deliveries.

Ensuring your employees are given the correct mail can be challenging when your workforce is based at one location.

Hybrid working can make this process even more complex. The challenge used to be the volume of packages but increasingly, ensuring a secure chain of custody for any parcel or document is more important, especially when goods need to be delivered to an employee when they return to the office.

In a modern workspace, Smart Lockers create a professional and automated system for deliveries and can save time for all involved in the process. Packages are scanned into a mail management system and allocated to a locker.

An application or device will then alert the addressee and provide pickup instructions.

Alternatively, the Smart Locker can be used without integration into an existing system and still offer notifications to the recipient.

Workplace benefits:

- Ensure employee mail and parcel deliveries are collected by the right person
- Offer more storage to hold deliveries until hybrid workers are back on-site
- Enable a secure chain of custody for critical and confidential documents
- Save on delivery time and reduce re-deliveries
- For documents that require a secure chain of custody, your in-house print room can use Smart Lockers to ensure documents arrive with the right people within the business

Technical features:

- Keyless access via a keypad or ID card reader for the end-user
- Detailed tracking and reporting
- Custom cabinetry
- Secure Authenticated 24x7 access
- Stand-alone or 3rd party integration
- Modular and scalable solution

Case study:

Ricoh implemented a Smart Locker system for The Marchesini Group, a leading producer of packaging machines, to enable employees to collect their parcels directly at the office in a secure way.

- Marchesini valued the security and traceability of Smart Lockers. Without the units, parcels were being opened by the wrong person too often
- The key driver behind deploying Smart Lockers was offering employees an intuitive and helpful experience for picking up private deliveries at work. Since installation, employee satisfaction has risen



4.4 Corporate mailroom

Smart Lockers bring forward a new approach to the corporate mailroom, streamlining delivery logistics and safeguarding packages with end-to-end reporting.

With secure and trackable storage facilities that can notify the recipient once a parcel has been delivered, Smart Lockers put an end to congested mailrooms, enhance security, provide 100% accountability and less margin for human error.

Smart Lockers also have the potential to transform the way mailrooms across your organisation operate with remote management. This enables mailroom Smart Lockers to be managed by one central team.

Workplace benefits:

- API integration with existing mailroom software
- Secure exchange point for parcels and mail
- Keyless access via a keypad or ID card reader for the user
- Track chain of custody for all events
- Automate mailroom manual workflows
- Custom cabinetry
- Stand-alone or 3rd party integration
- Save on delivery time and reduce re-deliveries
- Modular and scalable solution





Retail Smart Lockers

Retail Smart Lockers

Retail Click & Collect Smart Lockers allow customers to benefit from the ease of shopping online and offer immediate, flexible collections. An order is assigned to a locker, and the customer will be automatically notified when it's ready for pick up.

Offering a user-friendly and flexible customer-focused experience, Smart Lockers can also refresh your shop floor with another opportunity to champion your brand and create a new customer experience plugged into the latest technology trends.

In a retail customer survey, we found that: 81% of digital customers believe self-service options allow them to control their

experience better, 92% of those who use Click & Collect lockers would use Smart Lockers again and 41% of Click & Collect customers made additional in-store purchases while picking up orders.

The statistics show there is an opportunity in retail to innovate.

Smart Lockers can open up these possibilities for your business. From your team's perspective, Smart Lockers streamline Click & Collect processes and reduce administration time, freeing them up to focus on sales, delivering good customer service and increasing upselling for Click & Collect customers.



Key benefits:

- Reliable automation for retail stores
- No waiting, no queues for customers
- Minimise staff distraction
- Improve customer flexibility and choice
- Offer a 24/7 delivery and pickup to customers
- Allow for contactless pickup experience
- Ability to brand Smart Lockers
- Suitable for outdoor and indoor use
- Real-time reporting

Case study:

Ricoh worked with the UK's largest sporting goods retailer to deploy Click & Collect Smart Lockers across its retail estate.

- Using Smart Lockers instead of the usual manual processes, reduced Click & Collect fulfilment time from 5 minutes to 10 seconds and cut the cost from £25.00 to £0.83 per day
- To date, the Smart Lockers have enabled 3,500 customer pickups, equating to 7,000+ interactions
- The retailer is now exploring replicating the Smart Locker system in other chains of stores as part of their new refit strategy





Logistics & Warehousing

Logistics & Warehousing

The volume of organisations selling their goods in the global marketplace has grown in recent years, fuelled by digitisation and the power of global trade.

To cater for increased demand, warehousing and logistics firms need to enhance staff productivity and increase visibility of key assets.

Installing Smart Lockers can help your organisation improve performance, reduce cost and

automate manual tasks which take significant time.

Smart Lockers can automate the management of hand-held terminals and business-critical devices, minimising loss, damage and management time.

Personal storage lockers can also help you manage allocated space for large and fast-moving workforces - on a shift-by-shift basis.



6.1 Device management

Distribution of hand-held terminals to employees at the beginning or end of their shift can be time-consuming. Equally, it can be challenging to manage employees who take devices without following protocol.

These factors can cause your organisation to lose valuable picking minutes and breed a lack of accountability for high-value devices.

Warehousing and logistics Smart Lockers can be used to distribute devices quickly and efficiently at the point of need. Assets are displayed and can be accessed using a PIN code or ID card.

The system provides a full audit trail of each asset transaction, affording you the management information and notification system to better control and govern your business-critical assets.

Key benefits:

- Scheduled real-time notifications of all over-due assets and associated owners
- Substantial reduction in asset loss and damage
- Reduce downtime of assets and staff not available to perform their tasks
- Asset cycle management ensures even device usage across the estate
- Automatically manage hand-held terminals, voice and radio equipment at strategic locations conveniently placed around your facility
- Eliminate manual management and significantly reduce time spent on check-out and check-in processes
- Real-time accurate reporting on who uses what, where, when and for how long – cross-charge agencies for damaged devices
- Reduced need for employed cagehand

Case study:

Ricoh worked with a global market leader in logistics to deploy Smart Lockers to store business-critical devices, increase employee productivity and strengthen key client relationships. Our team installed and configured custom-branded Smart Lockers at one location in France and three in the UK.

- The organisation benefited from greater control over business-critical devices and forged standardised processes for collection and return, increasing the lifespan of assets
- As every Smart Locker transaction was recorded in a cloud-based data repository, this provided site managers with 24/7 visibility into usage
- 50% reduction in asset losses and damages over 12 months
- Full traceability of all assets not returned with visibility of ownership



6.2 Personal storage

Personal storage Smart Lockers for logistics and warehousing provide accessible and flexible storage for staff belongings.

In a fast-moving environment like a warehouse, it is vital for your people to be able to navigate the space quickly and start their shift efficiently. To retain your workforce in a competitive market, it is also important to offer a positive and comfortable working environment.

From a management perspective, Smart Lockers are easy to administer and can be reassigned electronically, ensuring lost keys are no longer an issue.

When you're employing agency staff and dealing with high staff turnover, this is a crucial benefit.

A central Smart Locker management system also facilitates an overview of the entire Smart Locker system, allowing only select individuals within your organisation complete control over lockers and assigning credentials, saving administration costs and unnecessary manual activity.



Key benefits:

- Ensure employees can store personal items easily and securely
- Simple administration and hassle-free credential assignment
- Range of lock formats including NFC chip cards, wristbands, key tags and smartphones
- Several materials and finishes available

Case study:

Ricoh worked with a Global eCommerce company to deploy smart day lockers for fulfilment centres in the UK. The company aimed to provide accessible storage, increase productivity and increase competitiveness.

- Smart Lockers kept the working environment safe and secured
- Employees shared positive attitudes about having secure day storage
- Managers were able to analyse usage patterns, identify areas of underutilisation and offer any surplus through a central booking system





6.3 Parcel & document delivery

In warehouse environments, there is often a need to ensure employees are issued the correct paperwork.

In this case, Smart Lockers can act as a central hub for internal deliveries meaning office-based

staff have a safe place to drop off documentation without venturing into the shop floor. Documents or packages are allocated to a locker. An application will then alert the addressee and provide pickup instructions.

24/7 contactless drop off and collection

Parcel Delivery



Parcel Delivery

Parcel lockers are automated parcel machines that can serve as alternative delivery locations or constitute a stand-alone delivery network. For logistics companies, investment in parcel lockers can reduce costs in the logistics chain, increase delivery efficiency and decrease the last-mile-related greenhouse gas emissions on the delivery company side.

In 2020, parcel locker use increased in Europe, with a 230% uplift in online shopping. By offering a more extensive Smart Locker service, logistics firms only stand to strengthen their position.

Using Smart Lockers can refine your customer experience and encourage more users to save costs in the long term, and streamline processes.

Smart Lockers enable logistics companies and couriers to deliver multiple packages in the same place, saving time but most importantly saving cost - up to 53% of the total delivery cost is on the last mile. From a sustainability perspective, Smart Lockers can also reduce the need for inefficient parcel delivery routes, which increase the carbon footprint of deliveries.

Key benefits:

- Secure exchange point for parcel collections and returns
- Easy and fast access for customers using their smart devices
- Detailed tracking and reporting for the sender and recipient
- Secure Authenticated 24x7 access
- Track chain of custody for all events
- Reduce last-mile delivery time





7.2 Mail & postal delivery

Postal services now have heavy competition in terms of cost and margin from logistics companies. Operational costs and evolution of last-mile service speed, visibility and consistency have pushed national post carriers towards dropping revenue margins, which are expected to flatten by the end of 2025.

Smart Lockers can help mail services leverage their existing delivery network and supplement their service with automated systems, cutting costs and creating a better customer experience.



Key benefits:

- Opportunity for custom branding and signage
- Secure exchange point for parcel collections and returns
- Keyless access via a keypad
- Detailed tracking and reporting for the sender and recipient
- Bespoke cabinetry designed for indoor or outdoor use
- Secure Authenticated 24x7 access
- Track chain of custody for all events
- Reduce last-mile delivery time

Case study:

Ricoh worked with DSV South Africa to deploy a nationwide network of Smart Lockers. Having invested in the technology since 2013, DSV were an early adopter of the technology and have nurtured a growing market for Smart Locker delivery.

- DSV is dedicated to consistently delivering basic services and investing in emerging technologies. This has placed customer satisfaction at an all-time high
- To stay ahead, DSV believes a successful client partnership is as much influenced by offering a high level of service as the ability of the logistics provider to demonstrate new value-adding technologies without the client having to ask



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