



Creating the smart workplace of the future by embracing IoT and data analytics



Using RICOH Spaces to manage its workspaces, Evelyn Partners has improved employee productivity, enhanced environmental sustainability and enabled data-driven decisions on future real-estate requirements.

COMPANY & CHALLENGE

Headquartered in London, Evelyn Partners—formerly Tilney Smith & Williamson—is one of the UK and Ireland’s largest wealth management and professional service providers. The company offers wealth and investment management, financial planning, specialist accountancy, tax advisory, online investment, and fund solutions to 172,000 clients. As of 30 March 2023, Evelyn Partners reported £54.9 billion in assets under management.

For more than 180 years, Evelyn Partners has helped individuals, families, businesses and charities to achieve their financial goals and build a more prosperous future. The company’s teams of expert financial advisors and wealth managers operate from 28 towns and cities across the UK, Ireland, and the Channel Islands, including offices in the City of London, Edinburgh, Glasgow, Dublin, Birmingham, Manchester, and Bristol.

Leanne Kelly, Regional Facilities Manager at Evelyn Partners, explains: “Our employees often travel to our London headquarters and between regional offices to collaborate with colleagues and connect with business partners and clients. In the past, though, employees could arrive at an office, find the site was busy, and lose valuable time searching across multiple floors for available deskpace.”



With a major relocation of its London headquarters planned, Evelyn Partners took the opportunity to rethink its approach to workplace management. The company aimed to help employees to work more productively, and simultaneously gain a clear understanding of office usage to inform its real-estate strategy.

Leanne Kelly continues: “To help employees to make the most of every minute in the office, we wanted to give them the option of reserving a workspace before arriving. And to keep our senior management informed about how the estate was being used, we looked for a way to collect detailed statistics on occupancy, footfall and underused floorspace to enable better decisions about our long-term workplace requirements.”

SOLUTIONS

To support the workplace optimisation programme, Evelyn Partners assessed multiple desk booking and facilities management solutions. Following a demo and proof-of-concept at its Guildford office, the company chose to deploy RICOH Spaces. The solution provides intuitive desk booking capabilities, along with IoT sensor technologies to track office occupancy. In addition, RICOH Spaces enables cycle-rack booking to help encourage more sustainable commuting patterns.



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*Leanne Kelly, Regional Facilities
Manager at Evelyn Partners*



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Leanne Kelly, Regional Facilities Manager, Evelyn Partners



Leanne Kelly explains: "We have relied on Ricoh for print and managed mailroom services for many years as a tried-and-trusted partner. RICOH Spaces was a hugely impressive solution, with full workplace enhancement capabilities in one integrated platform. The dashboards in the analytics portal were exactly what we wanted, and Ricoh's developers worked closely with us to design the solution around our requirements."

Evelyn Partners worked with Ricoh to roll out the solution at its new London headquarters at 45 Gresham Street, and in its Birmingham, Guildford, Liverpool and Glasgow offices, including running four training sessions to introduce users to the new tools. The company is now looking to extend the deployment of desk booking capabilities at its offices in Southampton, Belfast, and potentially beyond.

To book a desk or cycle-rack space, Evelyn Partners employees can now simply use the RICOH Spaces iOS or Android app or web browser to check availability, the locations of colleagues, and then reserve their preferred space.

The IoT deployment enables Evelyn Partners to monitor its workspaces in real time. Sensors positioned throughout office spaces detect activity—such as people working, the opening of a laptop, or even simply leaving coats on the backs of

chairs—and transmit this data via a VergeSense gateway to RICOH Spaces. The data and key metrics, such as usage levels, available capacity, busyness trends and inefficient use of spaces, are presented in a series of analytics dashboards within the Ricoh platform. This enables Evelyn Partners office administrators to track patterns and make fact-based decisions on workplace strategy.

Leanne Kelly comments: "Ricoh provided very helpful support throughout the engagement to accelerate the rollout and encourage user adoption of the solution. For example, they worked closely with our facilities management team to prepare recorded training sessions for our intranet site, which give employees a step-by-step guide on how to book desks and cycle-rack slots through RICOH Spaces."

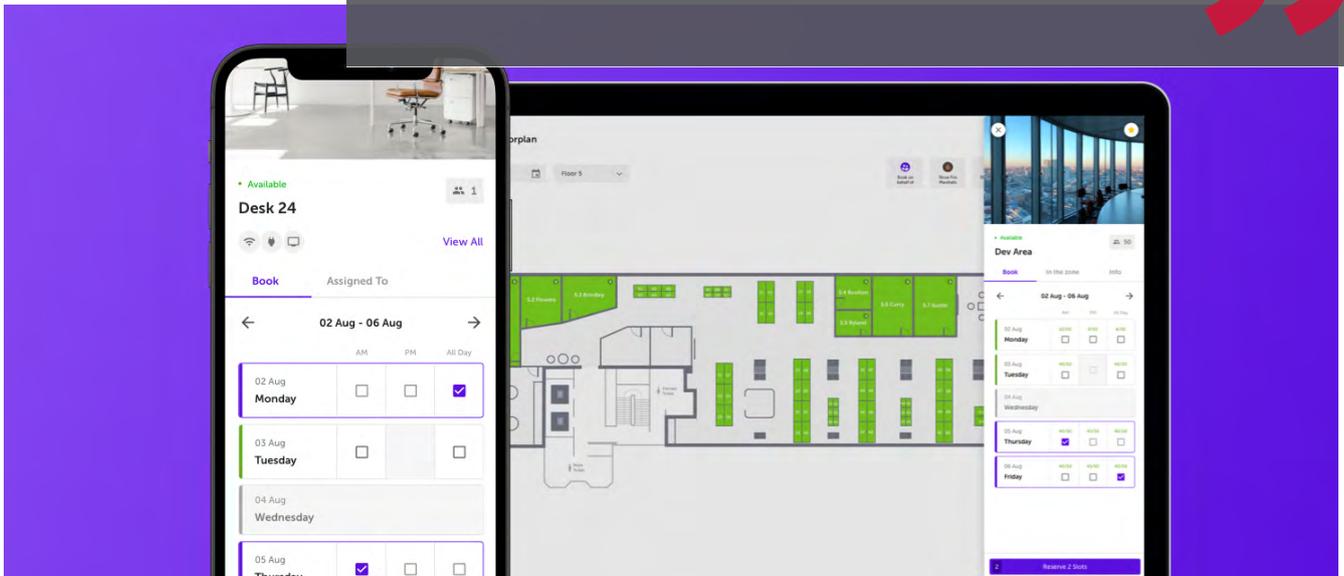
BENEFITS

The introduction of RICOH Spaces has had a highly positive impact on workplace management and collaboration at Evelyn Partners. For many employees, the solution plays an integral role in their daily work life, as they plan collaboration sessions and book deskspaces. In total, the company has 1,156 desks available through RICOH Spaces in its London, Birmingham, and Guildford offices, with 127 cycle spaces and 139 IoT sensors in operation, with considerable growth expected during 2023.



RICOH Spaces has transformed how we manage, plan, and optimise our workplaces. We will continue to roll out the solution to our nationwide locations, and we are already interested in adding further integrations.

Leanne Kelly, Regional Facilities Manager, Evelyn Partners



Among employees that regularly travel between locations, RICOH Spaces has helped to lift productivity and efficiency. With desks booked in advance through the app or web browser, employees know exactly where to head as soon as they arrive on site, and no time is lost searching for available spaces.

Leanne Kelly adds: "Very pleasingly, offering cycle-rack booking through RICOH Spaces has been a real success. Not only does this ensure that employees heading to London have a secure bike space ready upon arrival, but it also encourages more people to cycle to work, helping to improve our record on environmental sustainability."

For senior management at Evelyn Partners, the data coming from the IoT sensors and desk bookings is hugely valuable. The company can slice and dice the information to gain an in-depth picture of how employees are using desks, cycle racks and the wider office environment. This includes insights into changing trends and whether available capacity meets or exceeds current demand.

Leanne Kelly continues: "The data from RICOH Spaces gives us a deeper understanding of what is going on in our offices than we've ever had before. Previously, we would largely make subjective judgements when planning future requirements or office improvements. With RICOH Spaces, we make data-driven decisions on whether we need more, or perhaps less space, and how to gain the greatest return on our investment in real estate."

The IoT sensors also help Evelyn Partners to make more-efficient use of available workspace on an everyday basis. For example, when employees finish work or a collaboration session ahead of schedule, the sensors detect the space is no longer used and make the desk available to others via RICOH Spaces.

Leanne Kelly concludes: "RICOH Spaces has transformed how we manage, plan, and optimise our workplaces. We will continue to roll out the solution to our nationwide locations, and we are already interested in adding further integrations. With RICOH Spaces, we are creating the smart, connected workplace for the future, which will ultimately help our employees to deliver high-quality services to our clients."

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 optimize business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organizational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 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 realize a sustainable future.

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