



CASE STUDY:

Copernico provides clients with hi-tech smart lockers for collecting parcels



Ricoh's smart lockers allow for an optimum management of correspondence in this smart working space in the heart of Milan

COMPANY & CHALLENGE

Copernico is situated in the heart of Milan and offers a space for those who want to experience office work in a new way. Since 2015, Copernico has been offering spaces to stimulate creativity, innovative content and social networking amongst various members of the community. It works with companies of every shape and size: from major hi-tech multinationals to small start-ups looking to engage with an environment rich in stimulating experiences.

Copernico provides a platform of services from an office-as-a service perspective. It has created a knowledge platform which can be used to share common social and cultural initiatives, as well as information concerning various business activities, which in turn can give rise to new opportunities.

Copernico wanted to guarantee a service to their clients for receiving parcels and correspondence and approached Ricoh for a solution. The partnership with Ricoh arose based off a recommendation from one of the companies within the Copernico community, WIB Machines, who was already a partner of Ricoh and a supplier of hi-tech lockers for the automated distribution of goods.

SOLUTION & BENEFITS

Ricoh devised a system integration project tailored to Copernico's needs. Smart lockers were installed, coupled with technical assistance to ensure that services are constantly available. Ricoh continues to advise on how to best use the lockers, ensuring innovation is genuinely bespoke.

The smart lockers allow enable optimum management of correspondence, as well as parcels and goods. When delivery occurs, the parcel or letter is lodged inside a locker. The recipient receives an email containing instructions for collection along with a unique code to be typed into the smart locker touchscreen in order to open the locker containing the item.

Copernico's clients' privacy is absolutely guaranteed as the code is unique and personal. According to Federico Lessio, Head of Experience and Set Up: "everything is extremely straightforward and we have been able to avoid the costs associated with a dedicated logistics office."



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*Federico Lessio, Head of Experience
& Set Up at Copernico*



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