



CASE STUDY:

Creating a flexible and modern working environment with a tech-enabled locker solution



This e-commerce company engaged Ricoh to deliver thousands of digitally-connected Smart Day Storage Lockers in just one month—enabling users to allocate personal storage space in an agile, dynamic way.

COMPANY CHALLENGE

With the global e-commerce sector now worth more than USD 5.5 trillion, companies are rapidly embracing digitalisation, integrated solutions, and innovative data analytics in a bid to increase their market share. How could this e-commerce company rethink the design, layout and management of its workspaces to encourage greater productivity, improve convenience and security for employees, and increase competitiveness?

OBJECTIVES

This company aims to use innovative technologies to improve working processes, accelerate order fulfilment, and strengthen links with partners. With 24x7 operations, thousands of employees change shift at distribution centres almost continuously, and naturally want to store belongings securely during work. However, at one site, limited storage was available, located some distance from the main work area, creating frustration for employees as many would collect items at the same time as shifts ended, causing queues and delaying their departure.

To create a more efficient and convenient working environment, the company looked to provide easy-to-access storage for all workers. As part of its smarter logistics strategy, the company wanted built-in digital capabilities for locker allocation and management, and to analyse usage. With the busy Christmas period approaching fast, the company targeted a quick implementation to ensure new hires enjoyed access to personal storage space, too.



"Designing, manufacturing and installing a solution in the tightest of timeframes was a hugely demanding task. We worked hard with Ricoh to deliver a solution that provides greater safety, security, and flexibility for the company's employees."

Gerhard Pichler, CSO of GANTNER



SOLUTIONS

To achieve its objectives, the company selected a Ricoh Smart Locker solution, incorporating networked locking and centralised locker management software. The Smart Locker System enables the company to allocate personal storage in a dynamic, agile way: workers request and administrators assign lockers for the duration of shifts, then re-allocate for the next rotation—ensuring every worker enjoys access to secure personal storage.

To use the lockers, employees simply present an electronic radio frequency identification (RFID) card to a branded access terminal or operate the locker directly at the locker door. Meanwhile, built-in management software records all transactions and provides an audit trail to help improve site security. With the Ricoh solution, the company also has the option to retrofit existing storage with smart capabilities and integrate it into the networked locking system—ensuring all site areas benefit from improved visibility and control.

After the company selected the solution on 4 November 2020, Ricoh kicked off the planning process with partner GANTNER, which provided the networked locking systems. In late November 2020, Ricoh technicians installed the first 600 Smart Lockers in the cafeteria area at the fulfilment centre and configured the management software, before completing two further deployments of 800 lockers by 11 December.

BENEFITS

With the Ricoh Smart Locker System installed on schedule, the company has improved the employee experience and created a more positive, productive working environment. Now, workers store personal items quickly and easily in an easy-to-reach location as soon as they arrive on site, and collect them without having to wait in line when shifts end, helping to improve their satisfaction levels. Employees also enjoy peace of mind during shifts as the lockers have secure bolts and alarm systems to protect their valuables.

The Smart Lockers also help the company in its drive towards implementing data-driven logistics processes. With all 2,000+ lockers connected to the main network, the company can analyse usage patterns, identify and reposition underutilised storage, and manage bookings via a central dashboard. And if employees lose their locker number, they can quickly check on nearby information terminals.

This commitment to ongoing innovation is helping the company to sharpen its value proposition and attract more commercial partners—ensuring it continues to prosper in the competitive e-commerce space.

Moving forward, the company is discussing additional projects with Ricoh, including possibly deploying Smart Locker Systems with integrated charging points for electric scooters, which many workers use during their commute.

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.

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