



CASE STUDY:

Ricoh provides technical assistance for InPost's Italian locker network



Leading producer of automated lockers for parcel delivery partners with Ricoh in Italy

COMPANY & CHALLENGE

InPost is a leading Polish company specializing in the production of automated lockers, enabling goods and food to be delivered and collected 24h/7, 365 days a year. It's figures are impressive: 10,000 parcel lockers and more than 100,000,000 parcels managed in more than 20 countries around the globe, with 10,000 employees worldwide. These self-service solutions allow consumers the freedom to collect parcels and goods at any time without having to stand in a line or wait at home for a courier to arrive. The solution therefore improves management of the so-called "last mile", enabling suppliers of goods to acquire new clients and to lock in existing clients.

Building on competence built up over time, a couple of years ago InPost decided to expand into other countries, exporting its model and experience. Italy is one of the priority areas for this company, thanks to its partnership with Poste Italiane and Rete Punto Poste with 350 lockers installed throughout the country. The goal is to reach 600 lockers by the end of 2021, and to ensure that services become more widely available .

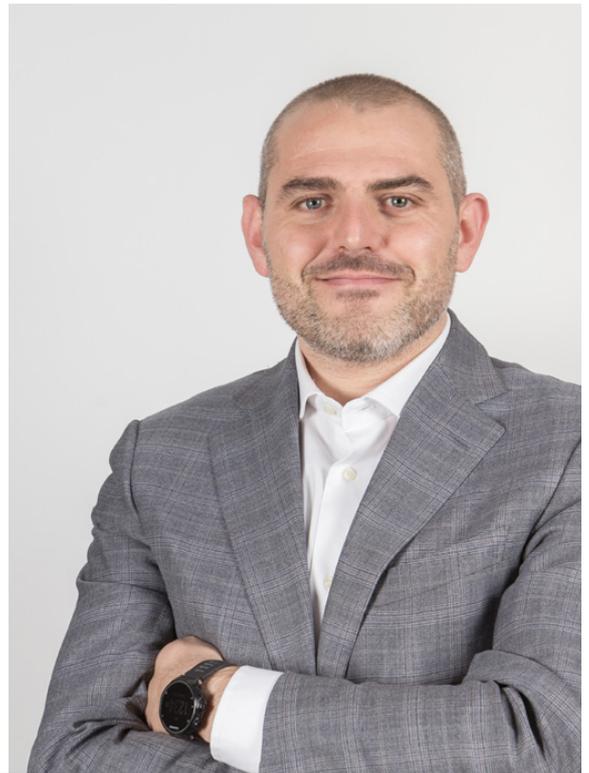
Technical assistance and preventive maintenance are two absolutely fundamental aspects in guaranteeing services that are efficient and always available, and for this InPost has chosen Ricoh, a major player in the IT sector.

SOLUTION & BENEFITS

With its smart locker system integration services, Ricoh ensures end-to-end management for automated lockers with projects, including installation and maintenance. During periods in which high volumes of goods are shipped, such as during Black Friday and particular holidays, Ricoh can guarantee availability in line with the client's needs and provide a consistently efficient service.

As Gianluca Gabriele, InPost Italy Country Manager explains: "There were various reasons for us to contract out the management of our network entirely to Ricoh. First of all, we recognized this company's significant expertise and know-how in the management of technological infrastructure distributed throughout the country. Alongside a comprehensive technical assistance network, Ricoh offers scalability and flexibility, as well as the option of tailoring the services it offers to our specific requirements.

Ricoh is also an international player with a strong local presence in the main European countries. This is fundamental for us considering our current expansion, and our plans to expand further over the coming years. Working in partnership with a brand as important as Ricoh consolidates our market leadership and enables us to engage in an optimum manner with existing and prospective clients".



Ricoh offers solid expertise in the management of technological infrastructure distributed throughout Italy. Working in partnership with a brand as important as Ricoh consolidates our market leadership.

*Gianluca Gabriele, InPost Italy
Country Manager*



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