



CASE STUDY:

Smart lockers issue handheld scanners to achieve more efficient management and control



€7000 annual cost saving on damage thanks to smart lockers.

COMPANY & CHALLENGE

Trimble is changing the way in which companies operate in agriculture, construction, the geo-sector, transport and logistics work by offering products and services that unite the physical world with the digital world. From 3D control systems and graphic displays to advanced VR applications, Trimble provides core technologies in positioning, modelling, connectivity and data analysis.

This enables companies to work more safely, more effectively, more cost efficiently and with greater sustainability. The range of products and services varies – from specially developed products to complete enterprise lifecycle solutions.

Trimble possesses more than 2000 patents worldwide, and has R&D centres in more than fifteen countries. It operates two sites in the Netherlands.

At its distribution centre in Eindhoven, Trimble prepares hardware solutions for transport to customers. As part of the order picking process, employees use handheld scanners. In the past, these scanners were stored in a cabinet with no supervision, and employees could simply retrieve them and return them without having to register them.



SOLUTION

To have better control over the handheld scanners, Trimble opted for smart lockers from Ricoh.

Enzio Hermkens, Distribution Manager at Trimble explains:

"Employees can collect a handheld scanner by opening the smart locker with their individual pass. That way, we know exactly who has which scanner. We have also configured the system so that a scanner must be returned to the smart locker within a certain period of time. If it isn't, then we receive a notification.

Moreover, we know which colleague used the scanner last, which makes finding it again much easier. Users can also indicate if a scanner is broken when they return it. In that case, IT receives a notification that it needs to take further action. This helps us to minimize delays in repairs."

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Previously the scanners were often not put back properly, and regularly lost. We also had instances of damage – two or three times a month. It can happen to anyone, of course. But, we wanted to increase involvement and raise awareness of the value of the equipment among employees.

Enzio Hermkens, Distribution Manager at Trimble

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We have one point of contact we can approach with questions. Someone attends periodically to carry out preventive maintenance on the lockers. If there are ever any faults, we can trust in the service provided by Ricoh.

Enzio Hermkens, Distribution Manager at Trimble



BENEFITS

Since the smart lockers have been in operation, damage to handheld scanners has fallen to almost zero. 'This has saved us a lot of time and money. The scanners are no longer getting lost either. If one is, the right person will be notified, so we can look to see what has happened. With real-time reporting, we have a constant overview of the status of the scanners.' Enzio is positive about the company's partnership with Ricoh, concluding, 'We have one point of contact we can approach with questions. Someone attends periodically to carry out preventive maintenance on the lockers. If there are ever any faults, we can trust in the service provided by Ricoh.'

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 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

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