

CASE STUDY

# Ricoh's People-First Approach Enabled One Of Europe's Leading Couriers To Digitally Transform



**RICOH**  
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**By engaging users at all levels across the company throughout the project, Ricoh revealed hidden requirements and created a validated solution that improved productivity and efficiency.**

## COMPANY

The UK division of one of Europe's leading courier groups delivers more than 330 million parcels each year with a team of 10,000 couriers. The company had outgrown its ageing IT infrastructure and employees were frustrated by devices and systems they saw as slow and broken. The company wanted to embark on a digital transformation journey and needed a partner to help it achieve priorities including:

- Transforming from a traditional courier business into a developer of technologies that innovate better ways to deliver parcels
- Achieving operational excellence by giving employees the tools they needed to excel
- Driving continued growth with the aim of becoming the #1 courier

There was already a close and trusted working relationship with Ricoh, built on print and a Managed IT Service, which dated back to the company's inception. When Ricoh proposed and conducted an initial 'Digital Assessment' to identify needs and find out where the company was on its transformation journey, previously unknown IT issues were quickly discovered. Ricoh's people-first approach was chosen as the right path to successful transformation.



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# OBJECTIVES

Although the business was already growing and maintained a leading market position, it had experienced IT problems during the festive season when demand for parcel deliveries is highest. Employees had lost confidence in their IT equipment and the IT team, which had broken promises to refresh bulky, outdated devices. The version of Microsoft Windows used by the company was also approaching 'end of life' and an upgrade was required to prevent increased security risk and support costs.

The company wanted to make the right investments to address these issues and align IT with its business priorities. The Ricoh Digital Assessment, which uses in-depth interviews with employees at all levels to identify needs and pain points in each role, was used to set IT priorities that would deliver transformation. These priorities included:



**Modernising devices** – providing devices aligned to the digital assessment needs, increasing productivity and delivering on promises to restore faith in IT



**Adopting cloud** – giving employees seamless, modern tools that enable collaboration and flexible working across devices



**Refreshing infrastructure** – to support the new digital workplace and provide scalability for future growth



**Improving security** – by modernising IT and introducing proper device management, which was previously lacking



## SOLUTION

The Ricoh Digital Assessment methodology was fundamental to the two-year transformation journey and continued to support business decisions afterwards. The Digital Assessment was refreshed every 6 months to address changing business needs and technology, and thus became living documents used to set new priorities and initiate new projects. This regular engagement with staff revealed needs the IT team could not be aware of and supported effective user acceptance of new technologies.

A key phase of the journey was the Desktop Transformation Project, which combined Windows 10, Office 365, OneDrive cloud storage, InTune device management, connectivity upgrades and enhanced email service. These were accompanied by modern, mobile devices aligned to the needs of each role, as well as new self-service portals for various company services. Ricoh designed, delivered and managed the solution.



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An aerial view of a worker in a white hard hat and safety vest operating a black pallet jack. The jack is carrying a stack of several white cardboard boxes. The worker is positioned at the top right of the frame, pushing the jack towards the bottom left. The floor is a light-colored concrete with some faint lines. The entire image is overlaid with a dark blue tint and a white border. A grey rectangular block is visible on the right side of the image.

# BENEFITS



Guided by the Ricoh Digital Assessment needs and aligned with business priorities, the Ricoh solution advanced company objectives and delivered visible ROI.



User experience was transformed by a modern technology ecosystem that enabled new ways to collaborate, to access files and apps across devices in any location via cloud, to speed up tools and processes such as requesting IT support, and to work with greater mobility. This was built on a modern infrastructure investment that prepared the company for growth, to deploy new technologies and to adapt to change. Employees now had the tools they needed to work at their best: new self-services portals, for example, made it simple for staff to request IT support or a new device.

Device management was transformed by making the right investments in persona-aligned devices and the Intune platform, which enabled remote device management and data wiping. Sustainable cost savings of £700 per device were made on the development team's new laptops, while a saving of £250,000 was made by recycling old devices. User feedback on new devices was 99% positive. The new technology ecosystem was also effective in attracting and retaining software development talent.

Crucially, the Ricoh Digital Assessment methodology led to a culture change that supported sustained digital transformation. The fourteen Ricoh staff based at the company continued to evolve the Ricoh Digital Assessment past the initial two-year plan. This enabled them to uncover further user needs and pain points across the business as they developed, in turn inspiring additional business-aligned IT projects.

*If your business is seeking to gain new digital productivity and IT efficiency, contact the Ricoh IT Services team to discuss your requirements.*

## 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 2019, Ricoh Group had worldwide sales of 2,013 billion yen (approx. 18.1 billion USD). For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)

To learn more about how Ricoh can help your organisation with its digital transformation journey, please visit:

<https://itservices.ricoh-europe.com/>



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