

A Buyer's Guide to Smart Lockers

Ensuring your
investment is
a success



A technology investment can significantly improve your business, but it takes careful consideration and collaboration to generate the best results. Our Smart Lockers buyer's guide outlines what to expect from Ricoh as your Smart Locker partner and will help you prepare your organisation for change.

How to prepare your organisation

1. Involve your key stakeholders

Smart Lockers can power the hybrid workplace, increase warehouse efficiency, supercharge the retail experience and transform mail delivery by simplifying manual workflows.

But any successful digital transformation project relies on gathering a list of requirements, which is impossible without collaborating with the appropriate stakeholders. Regardless of your industry, take the time to figure out who you need

on your team. Input and validation from all relevant stakeholders can guarantee a seamless installation and a high level of user adoption. You might require guidance from facilities, IT, finance, operations and HR, as each department will have a different perspective on your challenge and the people it affects.

Having a multi-disciplined team will also ensure your project is in line with the strategic direction of the business at every level.





2. Prioritise your goals and challenges

Solving the right problem starts with asking the right questions. Your challenges and requirements must be defined and prioritised. Without this mindset, you could miss opportunities, waste resources and limit future return on investment.

In the office environment, your challenge could be ensuring all of your hybrid employees have personal storage on days spent in the office or providing a streamlined parcel drop-off and delivery process. It might be to generally improve wellbeing, security, and safety in the workplace.

In retail, you could be struggling with encouraging shoppers back in-store and aspire to improve popular Click & Collect services. The challenges might be long-standing in some industries like logistics and parcel fulfilment. But the industry is changing. There are more goods to move than ever before, an increasingly globalised world and customers with higher expectations - it could be your time to refresh your focus.

Examine your business and think in terms of the challenge first, rather than the outcome.

3. Consider your existing digital infrastructure

Choosing a Smart Locker must go beyond the physical locker and its installation. As a digital product, Smart Lockers can help you move to a more streamlined workplace and accelerate growth in the process. To leverage the full benefits of Smart Lockers, a detailed scoping of your existing digital infrastructure is crucial.

There could be a need to integrate with existing digital platforms in some environments. Smart Lockers can be fitted in a standalone format, but many applications

will require integration with your service management or mail management platforms. These clever integrations will enable you to have the visibility of who, when and what is being taken from the Smart Lockers so you can audit, monitor and control usage to inform future decisions.

Before you explore Smart Lockers, it is vital to identify how these systems work and are currently used within your organisation.



The Smart Locker buying process

1. Identify the pain point

You might already know the pain point or challenge you need to solve. Alternatively, our team will work with you to uncover the challenge we need to address. Commonly, there is a manual element that is slowing down key processes. Through a series of discovery sessions either in-person or virtually, we will get to the root of the problem and how it affects your organisation.

2. Analyse the existing process

We will analyse what is causing the pain point and explore how Smart Lockers could solve the issue. Our experts will shape the solution and assess what type of Smart Locker would be the most suitable. As digital services specialists, we adopt a holistic approach to people, processes and technology to make sure the solution works from every aspect.

3. Present a solution

At this stage, we present a solution that fits your requirements. We will also examine your digital infrastructure and map out a workflow that streamlines the process - this is common for Office & Workplace Smart Lockers that require IT integration. You will also be able to choose from a range of cabinetry, designs and layouts.

4. Planning and Installation

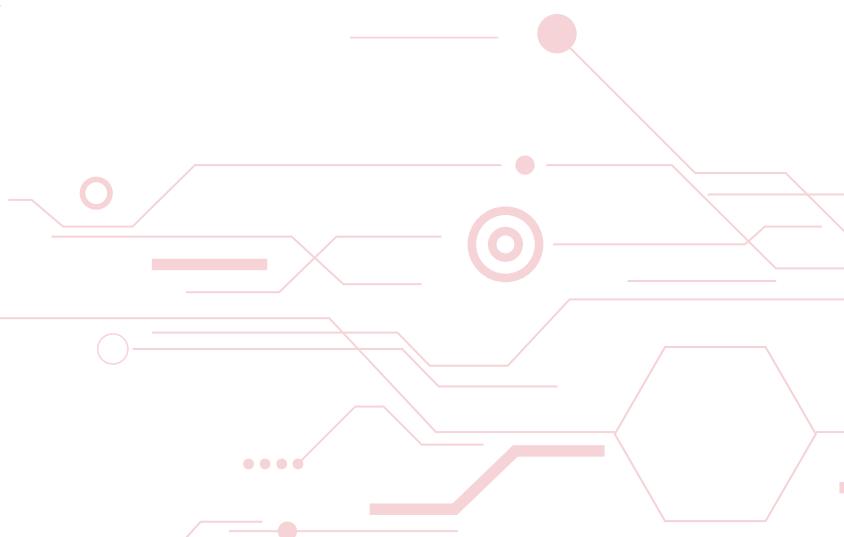
This phase is focused on making installation as smooth as possible. We will create a project plan to prepare for the final installation. This includes a site survey and the necessary software integration and cloud transition work. From order, the lead time for our bespoke Smart Lockers is 8-10 weeks plus shipping. For non-bespoke solutions delivery takes 4 weeks.*

5. After-sales support

After installation, our experts will share best practices in change management to nurture user adoption, ensuring you can leverage the full ROI on your investment. Our global service and support network is also available to help and, if needed, can send field engineers to fix any technical issues on site.

Once we have successfully implemented the Smart Locker solution, the Ricoh team can continue to work with your organisation on a different element of the digital workspace.

*subject to changes





FAQs

How much do I need to involve my IT team?

Some Smart Lockers can integrate with 3rd party service management platforms, e.g. Service Now or Remedy, using intuitive open APIs. We can also support mail management platforms. By integrating your Smart Lockers with your existing digital infrastructure you can access powerful data reporting capabilities, helping you make informed business decisions and implement process improvements.

Enabling integration requires some IT support. However, Smart Lockers can be standalone and provide similar functionality.

Are Smart Lockers secure?

Will we require any additional cybersecurity measures?

All Smart Lockers have in-built secure digital systems, and we will be able to work with you to assess your current cybersecurity setup to understand if there are any further requirements.

How long does the average Smart Locker project last?

Depending on which solution you choose, it can take up to 6 months from Proof of Concept installation (if required) to finish. Our support after installation lasts for as long as you need it.

Will I have an account manager or project team for the duration of the project?

There will be an account manager assisting you throughout the entire process.

Will Ricoh advise on where Smart Lockers should be situated?

Our team will help you identify your available space to find the best spot for your Smart Lockers to be located. This will depend on the flow of your workforce.

Will Ricoh need any information for our first meeting?

If you are a Warehouse and Logistics company, we need some specific information:

- How many devices e.g. handheld scanners do you currently manage at your distribution centre?
- Do you have any other assets that need managing e.g. two-way radios?
If yes, how many?
- What are your current shift patterns?
- How many people per shift?
- How many people per shift are support staff?
- How do you currently distribute your assets to your employees? Is this via a cage hand or can employees help themselves?

Additional information:

- How many devices are lost or damaged per month/year?
- Do you run any audits to check the number of devices?
- What are the average staff costs?





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