



## CASE STUDY:

# DPD opens an innovative head office and counts on Ricoh for its services in the field of new technologies



- A personalised solution
- Simplified management of the office space
- Technology that's uniform and simple

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## COMPANY & CHALLENGE

DPD vans have become a part of our streetscape. Especially now, when we are ordering more packages than ever, we look forward to the time each day when the courier rings the doorbell. To process these orders even faster and more efficiently, DPD recently opened a brand new, hi-tech sorting center in Vilvoorde, Belgium. Ricoh redesigned the meeting rooms and, with RICOH Spaces, provided the software necessary for flexible management of the office spaces.

Anyone who drives past Vilvoorde on the Brussels ring road can't miss the enormous main complex from which the package distribution company DPD manages its deliveries in Belgium. The building is even more impressive on the inside, in particular with its state-of-the-art sorting center, which, when running at maximum capacity, can handle approximately 20,000 packages per hour in a fully automated process. This means that between sorting and loading the packages manual intervention is kept to a minimum.



## E-COMMERCE SUCCESS

The construction of a high-tech sorting center like this was vital to meet the demands of a modern world. DPD has seen the number of deliveries rise significantly thanks to the success of e-commerce. And the pandemic only accelerated this evolution further. “The success of online sales platforms during the coronavirus crisis led to a considerable increase in our volumes. To meet the demand of this increased capacity, we even opened several new temporary sites while awaiting the construction of our new HUB at Vilvoorde”, explains Timothy De Ben, ICT Infrastructure Manager at DPD.

At the same time, DPD is following the hybrid-working trend, where staff are authorised to work from home several days a week. Therefore, the new offices at Vilvoorde were also designed with the idea that employees go there primarily to work together, to have meetings and to meet clients. Ricoh played a key role in this for DPD. The two companies had already worked together for the supply of equipment, and Ricoh was able to fit out the meeting rooms fully from start to finish both in the main building and in some depots.



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TIMOTHY DE BEN  
ICT INFRASTRUCTURE MANAGER AT DPD





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## MEETING ROOMS IN THE HYBRID-WORKING AGE

### Technology that's uniform and easy to use

The choice of equipment supplier for the meeting rooms was made quickly. DPD was already a Logitech customer, one of the suppliers that Ricoh works with closely. Throughout the implementation, there was constant contact between the different parties. DPD wanted use of the meeting rooms to be as simplified as possible and, at the same time, to be widely automated. The rooms were therefore fitted with screens and a Rally Bar, which, in addition to microphones and speakers also includes an intelligent camera that follows the speakers during a meeting. Furthermore, most of the rooms also have a Logitech Tap IP controller, a tablet that allows you to start a meeting with a simple press of a button.

“The technology is uniform and user-friendly. Not only for the users, but also for the IT department. We can see when software updates are required and we receive a notification when a problem arises on a device, so that we can intervene quickly”, Timothy explains. This ease of use is echoed in the Logitech Tap Scheduler, a touch screen at the entrance to each room, which lets you see at a glance if the space is available.

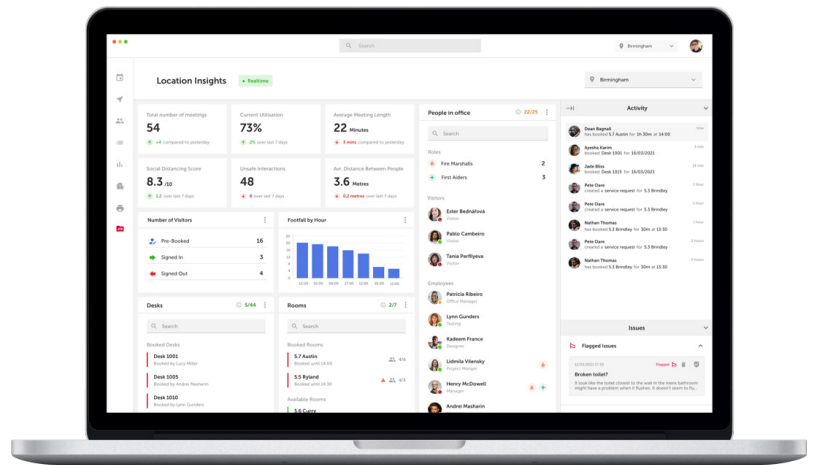
Thanks to the connection with Microsoft Teams, it is also possible to inform the other uses discretely that the next meeting is about to start.

### Flexible meeting rooms

Ricoh has equally provided flexible meeting options for the conference room. Here, two screens have been set up side-by-side, so that the speaker and the presentation can be shown simultaneously. As an added bonus, this space has also been equipped with a Logitech Scribe camera. This is a specialized camera that is fixed above a classic whiteboard. When someone writes on the board, the camera records the notes and shares them with the participants in the Teams meeting.

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Ellen Van Rompaey  
Digital Sales Consultant  
Ricoh Belgium



## RESERVING AN OFFICE WITH RICOH SPACES

### Software that simplifies the management of office spaces

DPD staff come to Vilvoorde on average two to three times per week. They want to use this time as effectively as possible, which is why DPD also ordered various modules from Ricoh Spaces. This is software that simplifies the management of office spaces. “Only certain departments such as HR and Finance still have permanent offices; for the others we have provided flexible work spaces everywhere”, Timothy explains. To ensure people can still work in optimum conditions and meet with clients comfortably, Ricoh Spaces enables staff to reserve an office or a meeting room remotely. And, thanks to another module in the system, anyone who drives an electric vehicle can easily reserve a parking space with a charging point.

“The management of office buildings can prove very difficult these days” Ellen Van Rompaey, Digital Sales Consultant at Ricoh states. “Ricoh Spaces offers a complete set of solutions that you can incorporate easily and flexibly and for which you would otherwise have had to turn to multiple software

suppliers. This makes hybrid working much easier for the staff, and with the support of these software solutions, it also makes the management task easier. For example, by offering more flexible offices or reducing the office spaces that were no longer being used, or were used very little.”

### A future-orientated head office

A sorting center at the cutting edge of technology with ultra-efficient meeting rooms: DPD has been future proofed. “The meeting rooms are well-worth the investment” Timothy De Ben states. “Our employees now have much less need to use their cars. Thanks to the savings made on traveling time, we have already recovered our costs in just 3.5 months.” DPD is also extremely satisfied with the services provided by Ricoh. “Ricoh regularly gave us advice on all the potential improvements, based on their own experience. And each time a problem arose, we knew that we could count on a quick response.”



An inventive and custom-made solution



Adopted quickly and naturally by staff



Centralized solution supported by a cloud-based platform



[www.dpd.com](http://www.dpd.com)

DPD Belgium is part of the international DPD group. The 2nd largest player in the European packaging market combines innovative technologies with a high level of local expertise, which enables a flexible and practical service for both senders and recipients. With a workforce of 75,000 people, and over 42,000 local Pickup points, DPDgroup ships 5.2 million packages per day in over 230 countries. DPDgroup is part of the La Poste Groupe, the second largest European postal operator.

## About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD). For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)

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