

## CASE STUDY:

# Empowering employees to connect, collaborate and share ideas seamlessly

A global manufacturer equips its new headquarters with state-of-the-art RICOH Interactive Whiteboards to boost productivity and simplify collaboration.

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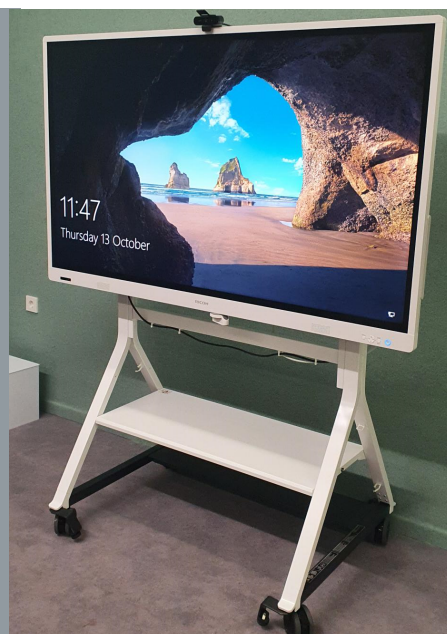
## COMPANY & CHALLENGE

This international manufacturer has a long history of creating high-quality electronics and appliances for a global customer base. To drive growth and enhance productivity, a global appliance manufacturing company recently relocated its headquarters to a brand-new office facility. The move provided the company with an opportunity to design and implement an ultramodern working environment that would inspire collaboration, innovation, and greater efficiency.

For many years, the company used video conferencing and display board equipment to support collaboration, but using and maintaining these systems was often complex and cumbersome. For instance, participants would bring laptops to a meeting room and search for a cable to connect to monitors and projectors. If a participant wanted to share a presentation, they emailed the file to a colleague whose device was connected to a monitor, or linked up their laptop to a screen—adding significant amounts of non-productive time to meetings.

What's more, the manufacturer also had no single maintenance provider for its monitors, laptops, and cables. Organising repairs therefore meant looking up and then contacting the original vendor or an alternative supplier, which could take significant time and leave rooms only partially equipped for meetings.

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## SOLUTIONS

For the new headquarters, the manufacturer decided to simplify its approach to collaboration by working with state-of-the-art solutions from a single vendor. The company asked Ricoh business partner Doxiadis to recommend solutions that would allow employees to conduct meetings and share information quickly and easily. Doxiadis suggested the company deploy RICOH Interactive Whiteboards to enable seamless collaboration—and proposed models to match the décor of the new headquarters.

"To showcase the Ricoh solutions, Doxiadis invited us to their showroom and presented an in-depth demonstration," explains a spokesperson at the company. "They showed us how the interactive whiteboards could support conference calls using built-in webcams and microphones, simplify file sharing, and enable meeting participants to annotate charts with drawings and save notes. For example, meeting leaders can use the touchscreen capabilities on the interactive whiteboards to draw plans and annotate documents and present them to colleagues in person and across multiple locations. The demo helped us to convince our executive teams that the Ricoh solution was the perfect fit for our new office."

To minimise disruption, the manufacturer enlisted Doxiadis to install three interactive whiteboards, and configure the video conferencing, presentation, and collaboration functionality. To keep the interactive whiteboards running smoothly, the company also signed a maintenance agreement with Doxiadis and Ricoh.

"Ricoh has been a trusted provider of ours for the last year delivering excellent managed print services," says the spokesperson. "We knew we could trust Ricoh to deliver best-in-class technology and help us find a partner that could provide fast, efficient maintenance services. And that's exactly what we have with Doxiadis."

## BENEFITS

At the new offices, the global manufacturer has eliminated time-consuming and cumbersome meeting set-up tasks. With RICOH Interactive Whiteboards deployed, employees can host presentations, run brainstorming sessions, and share ideas with colleagues easily and without fuss—and RICOH Interactive Whiteboards offer fully integrated conferencing with Microsoft Teams, Cisco WebEx, Zoom, and more.

A spokesperson concludes: "Our employees are very pleased with the RICOH Interactive Whiteboards; they can access all the collaboration tools and information that they need from a single solution, at the touch of a button. As a result, we can focus on strategic decisions and creating products that make our customers' lives easier."

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## 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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