



CASE STUDY:



Global healthcare company
drives innovation by
facilitating worldwide
collaboration

Implementing global standards for meeting rooms with proactive 24/7 remote monitoring services from Ricoh helps this healthcare company to improve the user experience and support team working.

COMPANY & CHALLENGE

This multi-billion-dollar company operates in multiple healthcare sectors and employs more than 100,000 people in research, manufacturing, sales, operations, and distribution worldwide.

With more than 6,000 video-connected meeting rooms worldwide, this company places a premium on remote collaboration.

However, aging technologies and complicated support processes left users frustrated and lacking confidence in corporate audiovisual (AV) equipment.

How could the company refresh its communications strategy and revitalise its support services to ensure rapid fault resolution and high-quality enterprise teamworking?



OBJECTIVES

This global health company relies on innovation, depending on its employees to create new therapies, devices, and products. With multiple acquisitions in recent years, the company continues to grow, making the ability to collaborate between locations easily, reliably, and securely increasingly important. However, the scale of the company and its ageing communications strategy created major challenges.

Across its thousands of global meeting rooms, the company was largely reliant on older, fault-prone AV equipment. Within the company, there were no agreed standards for AV solutions, and different locations and offices followed their own policies and purchased from preferred vendors. Without centralised governance, the company had no control and lacked visibility of its AV estate.

In addition, the mix of technologies created frustrations for employees, who often struggled to work out how best to use meeting-room facilities. Time was frequently lost at the start of online meetings, as users tried to connect using unfamiliar interfaces and settings. Naturally, many came to mistrust the equipment. The company's AV systems support model was also fragmented and costly. Incumbent providers would run

time-consuming manual checks on more than 6,000 meeting rooms every day, but the mix of AV environments and a lack of skills and expertise meant problems were often not identified or resolved.

To ensure easy collaboration, the company aimed to eliminate the technical challenges and simplify remote working. In its reshaped communications strategy, the company wanted to reduce costs and streamline its AV support model to ensure issues were resolved rapidly, and without disrupting business operations.

SOLUTION

To realise its plans, the company looked for a partner with the capabilities to implement and maintain enterprise-wide standards for AV equipment and meeting rooms, along with highly responsive troubleshooting and break/fix services. Among potential vendors, only Ricoh had the capacity and expertise to provide full control and governance on a global scale. The company selected an all-in-one solution from Ricoh, covering meeting room design, AV equipment from leading third-party vendors, and global support services.



To refresh and modernise the current meeting room estate, the company worked with Ricoh to deploy AV tools from LG, Logitech, and Crestron to standardised design specifications, ensuring a consistent look and feel, and a harmonised user experience across all global locations. To date, the company has partnered with Ricoh to update around 1,000 meeting rooms, with a further 5,000 still to refresh in the coming years.

Using remote monitoring tools, Ricoh centrally manages all of the company's global meeting rooms from the Ricoh Network Operations Centre (NOC) in Warsaw, Poland. Within the NOC, a dedicated team with expert knowledge of the company's meeting room environments is available 24/7/365 to provide technical assistance and guidance to business users whenever they encounter issues, helping to minimise disruption. Where the NOC and local resources cannot resolve issues, Ricoh dispatches specialist field engineers to complete the repairs, or assigns the work to a local AV partner.

In addition, Ricoh runs automated overnight checks on AV equipment, with local teams receiving clear instructions on how to resolve any issues detected before users are affected. The NOC also assesses equipment firmware upgrades, and rolls out updates according to priority status, scheduled overnight if required.

BENEFITS

By adopting a standardised model with Ricoh, the company has simplified and optimised its global AV and meeting-room strategy. Centrally managed modern, reliable, cutting-edge hardware and videoconferencing solutions from a select group of leading vendors have replaced aging technologies, ensuring the company has complete control and visibility over its AV estate. As it grows, the company can easily scale its AV resources with Ricoh, implementing the global standards for meeting rooms in new locations.

Rather than relying on slow, reactive support, the company now benefits from much faster and more effective and proactive fault identification and resolution, ensuring AV equipment is always in excellent working order. By embracing automation and AI-based remote monitoring, the company has reduced the need for manual intervention across its meeting rooms, significantly improving operational cost-efficiency.

With all meeting rooms featuring the same Logitech, LG, and Crestron equipment, the user experience is also much improved. Employees now have greater trust and confidence in the remote collaboration solutions, and no longer lose time

at the start of online meetings or experience frustration during video calls.

Ultimately, the combination of high-quality AV equipment and round-the-clock proactive support from Ricoh will enable company employees to connect seamlessly wherever they are based, working together as a team to drive the next wave of innovations in the medical sphere.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of digital services and information management, and print and imaging solutions designed to support digital transformation and optimize 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 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com

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