



CASE STUDY: Ricoh helps Wavin improve collaboration and information management through workplace transformation



By focusing on the needs of the end user, Ricoh transformed the workplace and improved customer and employee experience

COMPANY + CHALLENGE

Wavin is an innovative solution provider for the building and infrastructure industry across multiple continents. Backed up by 60+ years of expertise, the company is geared up to tackle some of the world's biggest challenges in safe and efficient water supply, sanitation and hygiene, climate-resilient cities and better building performance.

Wavin is part of Orbia, a community of companies bound together by a shared purpose: to advance life around the world. Wavin has 11,500+ employees in 40+ countries worldwide.

Ricoh has been Wavin's Managed Print Supplier since 2014, across 18 countries in EMEA. During that time, Ricoh has worked closely with Wavin to design a more appropriate standardised Print Management infrastructure to support Wavin's end users.

To enhance the transformation of their workplaces, Wavin were looking to improve their end user experience across Europe with centralised Managed Print Services, but local optimisation. They also wanted to reduce their impact on the environment, cut costs and print volume and provide an improved collaborative workspace for Senior Management.



OBJECTIVES

Wavin wanted to streamline its existing print offering. At the same time, the company needed to build a new International Directors office in Amsterdam. This office had to be digital to meet the needs of senior managers from around the world, provide an academy for training employees and act as a showroom for customers.

Key priorities included:

- Improved user experience
- Optimised print usage
- Reduced waste, through better print management
- Enhanced digital information
- End-to-end print solution
- Single location for training and customer visits

As Ricoh were able to provide a single, overall contract for all the solutions, and had an existing relationship with Wavin, they were chosen to implement the project.

SOLUTION

Ricoh surveyed a selection of users to understand what the real issues and needs were. Key to user experience was simplicity, ease of use and functionality.

The new workplace provides a much simpler way of working for all users, through collaboration areas, a digital theatre, bookable meeting rooms and a desk booking system. To facilitate visitor needs, a virtual receptionist and digital signage have also been implemented, with touch screen for a simple user experience. These are controlled centrally from Wavin's head office.

The dedicated academy and showroom incorporate widescreen devices for a simple way of presenting to customers or staff, away from the main office.



By having a dedicated academy and showroom, staff now have somewhere truly innovative to bring customers and for training purposes. The technology looks sophisticated but is easy to use and set up for meetings.

PHILIP SWANCOTT, CATEGORY MANAGER

SERVICES EUROPE, WAVIN



EXPECTED BENEFITS

By working with Ricoh on an end-to-end solution, Wavin aims to increase employee satisfaction, resulting in higher productivity and lower costs.

Key benefits include:

- Single contract and end-to-end integrator
- Easy to use collaboration tools
- Highly visible information for visitors
- Improved security through HQ controlled systems
- Reduced environmental impact

“Following the implementation, we expect a reduction in print-related incidents and of the burden on IT to allow them to focus on essential tasks. We forecast a 30% reduction in printing and management costs, as well as a 25% decrease in print volume, which will result in less waste and help us lower our environmental impact.

“By having a dedicated academy and showroom, staff now have somewhere truly innovative to bring customers and for training purposes. The technology looks sophisticated but is easy to use and set up for meetings.” Philip Swancott, Category Manager Services Europe, Wavin



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 2020, Ricoh Group had worldwide sales of 19.06 billion USD.

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