

Case Study

Ricoh New Zealand Strengthens Collaboration and Reduces Costs with RICOH Spaces



Executive Summary

Creating the Workplace of the Future

Like most businesses Ricoh adapted their offices to support hybrid work in the post-pandemic era. They also recognised that the traditional role of the office had changed from being a place to 'do work' to a place where people come to collaborate and innovate.

The challenge was to create an office with the right spaces to support the change. After consulting with employees to understand their needs and their workstyles, the decision was made to build a "Destination Workplace" from the ground up.

By utilising RICOH Spaces to manage the workplace experience, Ricoh NZ could reduce their floorspace and associated costs by creating a technology-led, hybrid environment to support the digital dexterity of modern workers, that also serves as a showcase of what a Future Workplace can look like.

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QUICK FACTS

Ricoh New Zealand

- Industry: **Digital Solutions**
- Established: **1970**
- Located: **34 Sale Street, Auckland, New Zealand**
- Office Space: **1500m²**





RICOH

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We wanted to create a space where our people feel not only productive and engaged but also safe and welcomed.

Mike Pollok,
Managing Director, Ricoh New Zealand

The Overview

About Ricoh New Zealand

Ricoh New Zealand is at the forefront of transforming workplace experiences, leveraging cutting-edge technology to develop solutions that meet the evolving needs of customers for not only adapting, but thriving in a rapidly changing business landscape.

Driven by a commitment to innovation and collaboration, Ricoh NZ continuously pushes boundaries to ensure their solutions stay ahead of the curve, keeping customer workplaces running seamlessly. These efforts not only address present challenges but also prepare organisations for the future, equipping them to adapt to shifting demands with confidence.



The Challenges

Building spaces for sustainability and collaboration

Keeping teams connected

With a distributed workforce across multiple branches, remote locations, and onsite with customers, it was challenging to provide effective collaboration and communication. Modern workplaces need to have a central hub capable of delivering communication equity across locations.

The changing role of the office

With hybrid working, the requirements for office spaces changed. Maximum occupancy was reduced, so desk space was often underutilised. When people came to the office however, they spent more time with their peers, so meeting spaces were over-booked. This affected other spaces such as parking, which were underutilised. Occupancy and office usage data revealed challenges in adapting the space to meet current needs. This led Ricoh NZ to reassess their workplace needs and usage to maximise efficiency.



Key Challenges

- Matching the capabilities of the workplace to the needs of hybrid workers.
- Lack of a flexible office space hindered hybrid work.
- Maintaining productivity and collaboration in a distributed workforce.



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A well-designed workspace can play a pivotal role in making the transition to hybrid working successful. It's about more than just providing the technology; it's about creating an atmosphere where employees feel connected, motivated, and inspired.

Mike Pollok,
Managing Director, Ricoh New Zealand

The Solution

Envisioning the workplace of the future

Ricoh NZ collaborated closely with their employees to create a transformative “Destination Workplace”. They gathered and assessed staff ideas and feedback through an internal platform. Ricoh technology experts then brought these ideas to life through a design and build process focused on serving the users. The outcome, powered by RICOH Spaces, materialised into a conducive, efficient, and productive environment for both on-site and remote employees.

The new office, located at 34 Sale Street, boasted impressive features. It featured a first-of-its-kind curved video wall for town-hall meetings, a unified online platform for desk, car park, and meeting bookings that promoted employee-led collaboration, a visitor management system, and versatile spaces designed for efficient communication.

The RICOH Spaces platform powers the solutions and provides real-time insights of building occupancy, desk utilisation, meeting room bookings, and more. This turns the office from a static environment to one that can adapt to the needs of the employees and the business as things change.

Ricoh NZ also implemented an advanced building health monitoring system to monitor and adjust air quality for a more comfortable and healthier workspace.



RICOH Spaces features and benefits:

- **Employee empowerment:** Ricoh’s teams can create collaboration opportunities more effectively through desk management.
- **Redesigned collaborative spaces:** Spaces are redesigned to promote collaboration and enhance productivity.
- **Flexible layouts with advanced technologies:** Integrated technologies ensure seamless communication and support hybrid work models.
- **Timely data insights:** Accessible data guides optimisation and enhances employee experience for an agile workplace.
- **ESG reporting:** Data collected in the platform contributes towards ESG reporting.

The Outcomes

Strengthening collaboration, improving productivity

RICOH Spaces enabled Ricoh NZ to create a modern, sustainable workspace that encourages collaboration and productivity. It facilitated the optimisation of their spaces, reducing required floor area from 3,000m² to 1,500m², while halving the number of desks. This resulted in a nearly 50% reduction in Ricoh NZ's expenses across the board, empowering them to reinvest in their people, technology, and additional fitouts.

A review of analytics after the first few weeks showed the sit-stand desks to be the first to be booked out and highly sought after. More sit-stand desks were added to accommodate the demand and occupancy remained high, validating the decision. Further adjustments are planned based on the data provided by RICOH Spaces.

The new office at 34 Sale Street is now truly a "Workplace of the Future", serving not just as Ricoh NZ's Auckland headquarters, but as a live demonstration to prospective customers of the possibilities available.

Key Benefits



Enhanced collaboration and efficiency

Experience enhanced collaboration through a flexible booking process and interactive mapping.



Seamless transition and support for hybrid work

Enjoy an improved employee experience with seamless and flexible transitions to hybrid work.



Optimised costs management with space utilization

Reduce financial outgoings by optimising space utilisation, even within a smaller footprint.



Real-time monitoring and adjustment of working conditions

Integrate with building sensors to monitor and adjust working conditions in real-time for enhanced comfort and health.



Showcase Ricoh's capabilities

Witness Ricoh's capabilities first-hand by experiencing the Workspace of the Future in action at Ricoh NZ's HQ.





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With the in-office/work-from-home flexibility that the world has turned to, the only way to support and coordinate every facet of employees' needs is to have a platform that allows for self-management, variability, time-saving, and live reporting. Implementing Spaces has made this not only possible but actually easy!

Ashleigh Garrett,
Facilities and Operations Lead, Ricoh New Zealand

Conclusion

Reimagining the future of work with RICOH Spaces

With a focus on building a hybrid culture tailored to their needs, RICOH Spaces empowered Ricoh NZ to create a “Destination Workplace” for their employees that brings purpose back to the office space as a place of innovation and collaboration.

This transformation not only optimises internal operations but also showcases the capabilities of Ricoh solutions at the Ricoh NZ’s Auckland HQ.

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It’s not only a great place for our staff to be but also a great demonstration of the technology that we deliver. It’s a live showcase for businesses to come and see what the true modern workplace can look like.

Mike Pollok,

Managing Director, Ricoh New Zealand

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About Ricoh

Connecting people,
processes and technology.
So you can Focus on Forward.

Since 1936, Ricoh has continuously created new ways of working—leading the way in digital transformation, sustainability, and innovative thought leadership. Today, those innovations continue to create value and spread from offices to workplaces across numerous industries, frontlines, and society.

We bring people, processes, and technology together to simplify complexity, clarify direction, tackle obstacles, embrace diversity, and help our customers uncover opportunity.

1

Empowering workplaces since **1936**

2

Empowering over **80,000** employees worldwide*

3

Serving **1.4m** customers globally*

4

Over **32,000** patents acquired worldwide*

5

Global presence in over **200 countries***

* As of March 31, 2024



For more information, please visit [ricoh-ap.com](https://www.ricoh-ap.com)

Ready to Explore How RICOH Spaces Can Help Your Transition to a Hybrid Workplace?

Talk to our experts. Learn how we can help you create better work experiences with seamless connectivity and collaboration across teams, workspaces, and locations.



Let's connect!

CONTACT US NOW

