



Smart Lockers for Retail





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Why now is the right time to consider Smart Lockers?

Ricoh Smart Lockers use connected technologies to deliver secure storage space and manage transactional processes. From workspace management to verifiable document delivery and device management, our Smart Lockers can help you manage business services and the distribution of items and automate processes leading to greater efficiency.

From personal lockers to automated processes designed to the distribution of items, Ricoh Smart Lockers have easy-to-use software, providing leadership teams with data insight to make business-critical decisions.

Our Smart Lockers deliver secure authenticated 24x7 access with cloud-based monitoring providing real-time visibility, tracking, insights, and reporting. Now you can know who used what, when, and where. 24/7, and you can set up automated alerts and notifications to reinforce established processes and monitor activity patterns. Plus, the electronic audit trail provides detailed documentation for

automated compliance management. Ricoh cloud-connected Smart Lockers enable you to innovate, improve processes and enhance your employee and customer experience.

- Contactless distribution of all types of items, asset and devices
- Leading-edge cloud-based software with full visibility and real time reporting
- 24 / 7 access
- Real-time reporting for audits and alerts
- Full accountability and traceability of devices/assets/items
- High-quality modular design
- Open API providing integration with third-party systems including ServiceNow





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Why choose Ricoh for Smart Lockers?

Smart lockers are an essential part of your digital infrastructure. Choosing a solution must go beyond the physical locker, assembly and installation. Understanding digital integration and harnessing data intelligence is crucial to leverage the full benefits of smart lockers. With Ricoh, you will have an expert by your side. With 80 years of designing, manufacturing and integrating digital services within diverse global environments, you can rely on Ricoh to deliver value.

Our service portfolio offers an end-to-end solution from onsite surveys to onsite support. With a range of easy-to-assemble-and-install smart lockers and accessories, you can rely on Ricoh, with twenty five thousand lockers installed in Europe alone, to help you achieve your goals.

- 150 instals per week across Europe
- Providing contracted services for 25 000 lockers in EMEA (1.3 million doors)
- Support from 4,800 certified field service engineers in EMEA
- Complete life-cycle management under one service-level agreement



2.1 Your Digital Services Partner

Time and time again, we observe that advancing digital technology is as much about understanding people as it is about installing hardware and software. Our specialist knowledge in digital transformation gives us an expert perspective on the common challenges businesses face when implementing digital strategies. We can work with you to shift your organisational culture and internal attitudes to nurture user adoption, ensuring you can leverage the full return on your investment.

We proactively approach any project and seek to identify opportunities to streamline processes where possible. Our global service and support network means we can design, build, maintain and optimise your technology as your business changes.

- An expert end-to-end solution provider with the scale to deliver solutions and services globally
- Highly experienced in handling complex digital integrations into existing organisational settings
- Independent manufacturer providing complete cost transparency and ongoing service delivery
- Multiple solutions for enterprise, medium and small organisations
- Supported by an extensive, multi-territory installation, service and support network, all provided by a single service-level agreement

2.2 Working with your organisation in challenging conditions

We have adapted our approach to digital services to help organisations spot opportunities and thrive during challenging conditions. Our team partners with you on a consultative basis, exploring your short-term needs and long-term goals to strengthen your organisation.

2.3 Ricoh, the industry-leading Smart Locker provider

With over 80 years of experience designing and integrating technology into the workplace, we collaborated with customers to develop and manufacture our new Smart Locker solutions to meet current trends and deliver for the future workspace. Our Smart Lockers have embedded high-security standards and simple user and management functionality in aesthetically attractive units that won't look out of place in your space. Whether it's Asset Management and IT Inventory Management Lockers you're looking for, or Click & Collect Smart pick-up Lockers, Ricoh has a solution for you.





Ricoh Smart Lockers for Retail



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Retail Smart Lockers

Create a dynamic retail environment for your employees, champion your brand and enhance the customer experience with the latest technology trends. Ricoh Smart Lockers can help you in many ways, from improving the customer and employee experience in-store to driving efficiency in the warehouse.

3.1 Ricoh Click & Collect/Smart collection and return

If you want to enhance your in-store experience across your locations, then Ricoh Smart Lockers provide a unique customer experience.

Nearly a quarter of all Click & Collect consumers make additional purchases in-store. In a retail customer survey, 81% of customers believe self-service options allow them to control their experience better, 92% of those who use Click &

Collect lockers would use them again, and 41% of Click & Collect customers made additional in-store purchases while collecting orders. Ricoh Click & Collect Smart Lockers provide a user-friendly, customer-focused experience for collection and returns of stock, opening an opportunity for retailers to innovate, increase footfall, drive sales and free staff to focus on assisting customers.





Key benefits:

- Open API enables full integration with ServiceNow and Remedy
- Trackable faster customer care
- Enhanced customer experience
- Integrate with Ecommerce, Order Management Systems, ServiceNow
- Easily branded
- Buy Online Pick Up in Store (BOPIS)

Case study:

The UK's largest sporting goods retailer has 400+ stores. When they needed to increase store traffic and enable customers to Click & Collect, they came to Ricoh. We deployed 15 lockers containing 285 locker doors across 6 locations. So far, the results show more than 8,00 customer pickups, with 90% of orders loaded before store opening.

- Reduced Click & Collect fulfilment time from 5 minutes to 10 seconds and cut the cost from £25.00 to £0.83 per day
- 8,000 customer pickups, 90% orders loaded before store opening
- The retailer is now exploring replicating the Smart Locker system in other stores as part of a refit strategy



3.2 IT Inventory Management

Our IT Inventory Management Lockers provide secure storage and charging for devices used for in-store HHTs, iPads and mobile printers. They also make the ideal way to deliver documents, printouts and labels. With the Ricoh cloud-based software, you can track all interactions anywhere in the world.

Ricoh Smart Lockers integrated software provides a complete audit trail of each asset transaction, including real-time notification if a device is not returned within a specific rule. Our easy-to-use cloud-based software lets decision-makers get the data they need to monitor and control business-critical assets.

Key benefits:

- Schedule real-time notifications
- Reduction in asset loss and damage
- Asset cycle management ensures even device usage across the store
- Automatically manage hand-held devices, voice and radio equipment at strategic locations in your place/store
- Reduced supervisor distractions and workload for management

Case study:

An American multinational corporation that is engaged in the design, development, manufacturing, and worldwide marketing and sales of footwear, apparel, equipment, accessories, and services.

- Management of staff iPhones and cradles for the main flagship store in Paris
- Smart lockers enabled smooth and easy access to assets for more than 300 employees during day shifts
- Customers are served better and faster



3.3 Asset Management

Ricoh Smart Lockers remove the slow, inaccurate problem of manual distribution of handheld terminals to employees, with a 68.5%* reduction in time taken for the manual handover of terminals to the picker and a 50%* reduction in asset losses and damages over a 12-month period. Ricoh Smart Lockers give you complete visibility

of your devices, manage fast-moving workforces, minimise loss, and avoid queues. With our unique options, you can customise your lockers to meet your specific needs with routers, charging outlets, sensors and lighting.





Key benefits:

- 68.5%* reduction in asset handover to picker
- Schedule real-time notifications
- 50%* reduction in asset loss and damage over 12 month period
- Asset cycle management ensures even device usage across the warehouse
- Remptely manage hand-held terminals, voice and radio equipment at strategic locations conveniently placed around your facility
- Reduced supervisor distractions and workload for management

* Industry average

Case study:

A large fashion retailer headquartered in Sweden with over 4,800 stores worldwide and present in 75 markets needed to move from obsolete manual processes in their warehouses. Ricoh delivered the Asset Management Smart Locker Solutions for Zebra handheld scanners in warehouses, including asset maintenance services.

Our consultative approach is underpinned by a range of solutions, all supported by our EMEA-wide service network of 4,800 certified technicians.