Smart Lockers for Logistics & Warehousing

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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 comple 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
Logistics & Warehousing

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Ricoh Smart Lockers for Logistics & Warehousing

The volume of organisations selling their goods in the global marketplace has grown in recent years, fuelled by digitisation and international trade. To cater to increased demand and remain efficient, warehousing and logistics firms must enhance staff productivity. Ricoh Smart Lockers help organisations improve efficiency, reduce cost and automate manual tasks.

When your devices are business-critical, Ricoh Smart Lockers remove the delays and inefficiencies 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 to mitigate against network failure, USB outlets for charging, sensors and lighting.

- Reduce asset/device handover time and damage

- Real-time accurate reporting on who uses what, where, when and for how long

- Deliver starter packs including laptops

- Distribute assets for employees

- Internal packages and documents distribution

* Industry average

3.1 Asset Management

Distribution of hand-held terminals, scanners, finger pickers and headphones to employees at the beginning or end of their shift can be time-consuming. Equally, it can be challenging to manage employees who take devices without following protocol. These factors can cause your organisation to lose valuable picking minutes and create a lack of accountability for high-value devices.

Ricoh Smart Lockers are easily accessed using a PIN code, barcode or ID card, reducing employee wait times. The integrated software provides a complete audit trail of each asset transaction, including real-time notification of a supervisor 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.
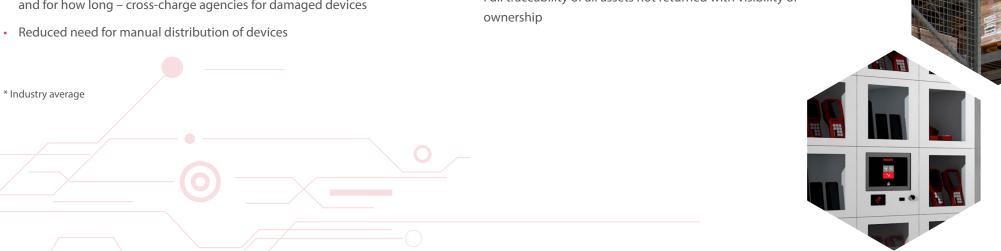
Key benefits:

- 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 estate

- Remotely manage hand-held terminals, voice and radio equipment at strategic locations conveniently placed around your facility

- Reduced supervisor distractions and workload for management

- Real-time accurate reporting on who uses what, where, when and for how long – cross-charge agencies for damaged devices

- Reduced need for manual distribution of devices

* Industry average

Case study:

DHL Supply Chain is the world's leading contract logistics provider. Using Ricoh Smart Lockers, DHL Supply Chain increased its visibility and control over business-critical handheld scanners, cutting loss rates, improving device performance, and saving time.

- The organisation benefited from greater control over business critical devices and forged standardised processes for collection and return, increasing the lifespan of assets

- As every Smart Locker transaction was recorded in a cloud-based data repository, this provided site managers with 24/7 visibility into usage

- Full traceability of all assets not returned with visibility of ownership

3.2 Smart collection and return

In warehouse environments, there is often a need to ensure employees are issued the correct paperwork. In this case, Ricoh Smart Lockers can act as a central hub for internal deliveries ensuring office-based staff have a safe place to drop off internal packages and documentation, new starter packs and IT equipment without venturing onto the shop floor.

Ricoh Warehousing and logistics Smart Lockers are designed to distribute devices quickly and efficiently at the point of need. Assets for order picking, tablets, headsets, finger scanners and documents are displayed in our smart lockers, which can be configured to charge assets when not in use.

Items are allocated to a locker by office-based staff, and the Ricoh Smart Locker software will then alert the addressee and provide pickup instructions.

3.3 Personal lockers

Ricoh personal Smart Lockers for logistics and warehousing provide accessible and flexible storage for staff. In a fast-moving environment like a warehouse, your people need to be able to start their shifts efficiently. Ricoh Smart Lockers are easy to administrate and can be reassigned electronically, ensuring lost keys are no longer an issue. This is a crucial benefit when employing agency staff and dealing with high staff turnover.

The Ricoh Smart Locker cloud-based software provides an overview of your entire Smart Locker estate, allowing saving administration costs and unnecessary manual activity.

Key benefits:

- Ensure employees can store personal items easily and securely

- Simple administration and hassle-free credential assignment

- Range of lock formats including NFC chip cards, large touchscreen, and smartphones

Case study:

Ricoh worked with a Global eCommerce company to deploy smart day lockers for fulfilment centre in France. With 24x7 operations, thousands of employees change shift at distribution centres almost continuously, and naturally want to store belongings securely during work. The main challenge was to create a more efficient and convenient working environment, the company looked to provide easy-access storage for all workers.

- Smart Lockers kept the working environment safe and secured

- Employees shared positive attitudes about having secure day storage

- The Smart Locker System enables the company to allocate personal storage in a dynamic, agile way: workers request and administrators assign lockers for the duration of shifts, then re-allocate for the next rotation—ensuring every worker enjoys access to secure personal storage