

Case Study

# Global Pharmaceutical Company Enhances Workplace Dynamics With RICOH Spaces

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# Executive Summary

## Accelerating workplace transformation for employee engagement and retention

Our client, a global pharmaceutical company\*, sought to create a work environment that simplifies and encourages knowledge sharing and productivity while enhancing employee experience. Transitioning away from assigned desks, the company fully embraced agile hybrid working, aiming to make it easy for employees to plan their day while working onsite.

This case study delves into how RICOH Spaces empowered employees and enhanced their working environment, playing a pivotal role in the client's efforts to attract and retain top talent within a competitive industry.

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### QUICK FACTS

#### Workspace specs

- 62 international locations
- 181 floors of real estate
- 550 meeting rooms
- 13,200 desk spaces
- 1,300 car park bays







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RICOH Spaces gives us everything we need to create a modern workplace that empowers our employees to innovate and work productively.

**Company Spokesperson**

# An Overview

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Our client is dedicated to developing, manufacturing, and marketing solutions that address the world's biggest health and environmental concerns. In recent years, they kicked-off an extensive modernization drive, aiming to position themselves as an innovative life sciences provider, known for forward-thinking.

To kickstart the transformation, the client prioritised creating dynamic and flexible workspaces supported by agile and hybrid work policies. This initiative also helped to drive digitalisation efforts across the workplace, developing an environment that encourages knowledge-sharing and collaboration. By embracing these changes, the client aimed to enhance its competitive edge within the industry, while attracting and retaining top talent.





# The Challenge

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## Streamlining workday processes across global locations

As the next step in their modernisation journey, the client aimed to simplify and streamline the workday planning for all employees—from booking car park slots and securing desk spaces to connecting with colleagues and participating in meetings. The proposed digital solution needed to be user-friendly to promote widespread adoption among employees, while empowering facilities managers with insights to optimise the work environment.



### Key Challenges

- The improvement of employee experiences for onsite workday planning.
- The lack of enhanced employee collaboration and meeting participation.
- The need to ensure success through high adoption and acceptance rates for proposed solution.
- The absence of key insights to help optimise the work environment.



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RICOH Spaces enables us to create, sustain, and develop a vibrant, digitally-connected workplace that aligns perfectly with our image as a modern, progressive, and forward-looking place to work.

**Company Spokesperson**



# The Solution

## Implementing localised delivery within a global framework

After rigorous testing and assessment of various solutions, including a proof-of-concept run (POC), the client chose RICOH Spaces as their global workspace management platform.

“ Compared to other solutions, RICOH Spaces offered a superior user experience, with an intuitive interface in both the mobile and web application.

Company Spokesperson

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The client expressed confidence in Ricoh's proven track record in managing and delivering projects on a global scale, bolstered by the quality of support received during the POC phase. Over the ensuing months, RICOH Spaces underwent a phased rollout, gradually managing 181 floors of real estate across 62 international locations, including the client's flagship open-plan head office.

After deployment was completed, the client used the full spectrum of RICOH Spaces capabilities—from desk, meeting room, car park, and zone booking to interactive floorplans, wayfinding, digital signage, and analytics. Integration with the client's own Internet of Things (IoT) sensor technologies will also provide facilities managers with real-time data to monitor and optimise utilisation and modify layouts as required to encourage better work practices.



### RICOH Spaces features and benefits

- Empowers employees to take control of their workday planning.
- Provides quick and easy-to-use features via browser and dedicated app.
- Enhances collaboration and knowledge-sharing opportunities.
- Offers real-time insights to encourage better work practices.

# The Outcome

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## Empowering employees for enhanced collaboration and productivity

The collaboration with Ricoh enabled the client to create dynamic, flexible, and innovative work environments catered to local needs. With its intuitive user interface employees can efficiently navigate and utilise RICOH Spaces to its full potential.

Employees can now easily plan their workday, from booking their preferred desk space to collaborating with colleagues and maximising their time onsite. With just a few taps, they can locate peers, reserve office zones, or book meeting rooms for workshops and brainstorming sessions to drive innovative solutions.

With access to invaluable real-time analytics and data through RICOH Spaces, facilities managers and administrators can develop a new and improved understanding of how employees use their workspaces and accelerate adjustments to enhance efficiency.

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“ The fact that RICOH Spaces is cloud-hosted helps to simplify and accelerate the rollout, and ensures we don't need to worry about managing infrastructure.

Company Spokesperson

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## Key Benefits



### Improve talent retention and attraction by empowering employees

Empower employees by simplifying steps needed to manage onsite attendance according to personal needs and local requirements.

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### Increased creativity and knowledge retention through improved employee collaboration and knowledge-sharing

Foster in-person collaboration with tools enabling employees to work together easily and productively.

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### Accelerate rollout and adoption with cloud-based services

Provide superior user experience with user-friendly app and browser access through cloud-hosted solution.

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### Utilise insights to improve work environments

Monitor and gain real-time feedback on space utilisation through integrated IoT sensors to improve working conditions.

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RICOH Spaces contributes to our culture of collaboration, and enhances our status as a science and technology leader. We are now looking at other digital tools from Ricoh, and we are excited about the next stage of our global partnership.

**Company Spokesperson**



# Conclusion

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## Achieving a thriving workplace ecosystem for talent acquisition and success

RICOH Spaces helped transform the client's workplace into a modern, vibrant, and digitally connected environment that aligns perfectly with their strategic goals while improving productivity. By simplifying processes and fostering collaboration, this platform has empowered employees with the necessary tools and resources to thrive.

Through RICOH Spaces, the client has also cultivated a culture of innovation and efficiency. Facilities managers now have access to key insights that enable them to optimise work conditions and address inefficiencies, further reinforcing the company's position as an industry leader.

The successful implementation of RICOH Spaces underscores our client's commitment to modernisation and talent acquisition. By providing a dynamic and supportive workplace, they are solidifying their reputation as an employer of choice—poised to attract the top talent and continued success in the ever-evolving business landscape.





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With the Ricoh platform, we are placing leading-edge mobile capabilities into the hands of employees, which in turn will help us to attract the best minds, especially among younger digital natives.

**Company Spokesperson**



# 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**

