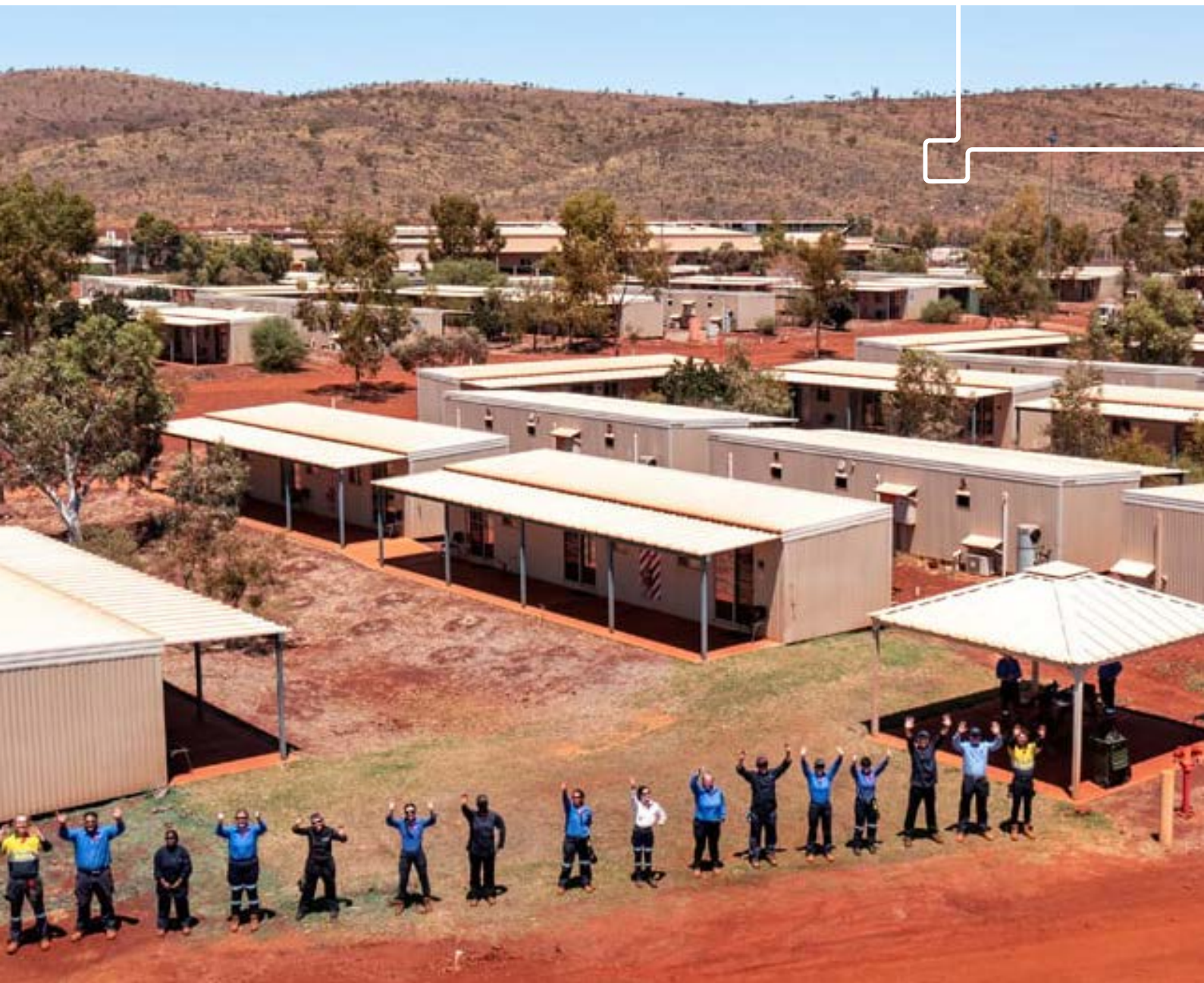


Case Study

# From the CBD to the Outback: Sodexo Keeps Staff Connected and Productive with Ricoh

---



# Executive summary

With its Australian headquarters in Melbourne, Sodexo is a leading provider of services to the nation's energy and resources operators delivering facilities management, catering, cleaning, and more.

Operating across more than 120 locations – from metropolitan offices to some of the country's most remote sites – Sodexo relies on dependable print and video conferencing solutions to keep its diverse workforce connected and productive.

More than 18 years ago, Sodexo chose Ricoh to supply its multifunction printers. Over time, this partnership has expanded to include the provision of video conferencing technology. The combination of high-quality equipment, easy deployment, and exceptional support, has cemented Ricoh as a trusted partner in Sodexo's operations.



## Quick facts

- Sector: **Facilities management**
- Established: **1988**
- Headquarters: **Melbourne**
- Employee size: **5,400+ staff**
- Website: **[www.sodexo.com](http://www.sodexo.com)**

## Key highlights

- Deployment of more than 300 multifunction printers to Sodexo locations nationwide, with metropolitan sites managed via Ricoh's CloudStream print management platform
- Installation of 11 Polycom and Yealink video conferencing rooms to improve collaboration across city offices, regional hubs, and remote sites
- Supply network switches, wireless access points, and firewalls to enhance connectivity and security across multiple locations

## An overview

Since establishing its Australian operations in 1998, Sodexo has grown to employ more than 5,400 people, delivering essential services to energy and resources companies across the country.

Because many of these sites are in regional and remote areas, having robust, reliable office technology is essential.

"We need to be sure that items such as printers and video conferencing facilities are easy to deploy, and reliable," said Greg Schreiber, IS&T Head of Infrastructure and Support Services at Sodexo. "We also need to be confident we can fix any problems that might arise and have a dependable supply of consumables."

Schreiber said Ricoh had proven to be a reliable technology provider able to meet the tough requirements of remote sites. "For this reason, Ricoh has been a valuable partner for the past 18 years, and we see no reason to change."



# The challenge

---

## Providing office-based and remote staff with dependable print, conferencing, and network technology that works anywhere.

With operations spread across metropolitan offices, regional hubs, and remote mine sites, Sodexo needs solutions that perform in any environment. Devices must be robust, easy to maintain, and easy to support.

“When staff are working at a remote mine site, it’s not as simple as heading to OfficeWorks to buy consumables or a replacement device,” Schreiber explained. “We need a technology partner with high-quality hardware and with the capability to support it remotely.”



# The solution

## Deploy Ricoh multifunction printers and video conferencing equipment

After evaluating several technology providers, Sodexo selected Ricoh in 2007 for its ability to deliver high-quality equipment and responsive support. Over time, the partnership has expanded to include:

**Multifunction Printers** – More than 300 devices deployed to over 120 sites nationwide, backed by a streamlined consumables supply process

**Video Conferencing** – Installation of 11 Polycom and Yealink video conferencing rooms, enabling dispersed teams to collaborate effectively

**Network infrastructure** – Supply and refresh of Sodexo's networking equipment, including switches, wireless access points, and firewalls, to improve connectivity and security across offices and remote sites. This has ranged from office network refresh projects in Perth and Brisbane through to wireless upgrades in remote camps, guided by predictive surveys to ensure the best coverage.

"We were confident the printers could cope with the often harsh conditions at our sites as well as deliver the quality and reliability that our staff needed," said Schreiber. "The video conferencing assists our dispersed workforce to connect."



# The outcome

## Workplace Technology That Works Anywhere — From the CBD to the Outback

For more than 18 years, Sodexo's Australian operations have benefited from the consistent performance and reliability of the Ricoh deployments.

**Reliable printers that integrate quickly and keep staff productive** – Each printer is preconfigured by Ricoh prior to it being sent to a site. On arrival, it is simply plugged in by a staff member and automatically integrates with the site's IT network. Printers in metropolitan offices are managed remotely via Ricoh's CloudStream platform, giving central oversight and streamlining updates. Consumables can be ordered directly from Ricoh, streamlining the process and ensuring timely replenishment — helping Sodexo staff produce essential documents without delay for clients.

**Video conferencing that connects staff across cities, regions, and remote sites** – Meeting rooms equipped with Polycom and Yealink systems enable staff in city offices, regional hubs, and remote sites to connect seamlessly. This not only improves internal communication but also allows Sodexo teams to liaise quickly with customers and contractors, ensuring faster decision-making and responsiveness to operational needs.

**Stronger networks that underpin both day-to-day operations and resident connectivity in remote camps** – The provision of switches and wireless access points has strengthened site connectivity, supporting both day-to-day operations and collaboration tools. This robust connectivity underpins the digital systems Sodexo uses to manage facilities, track resources, and coordinate services for customers.



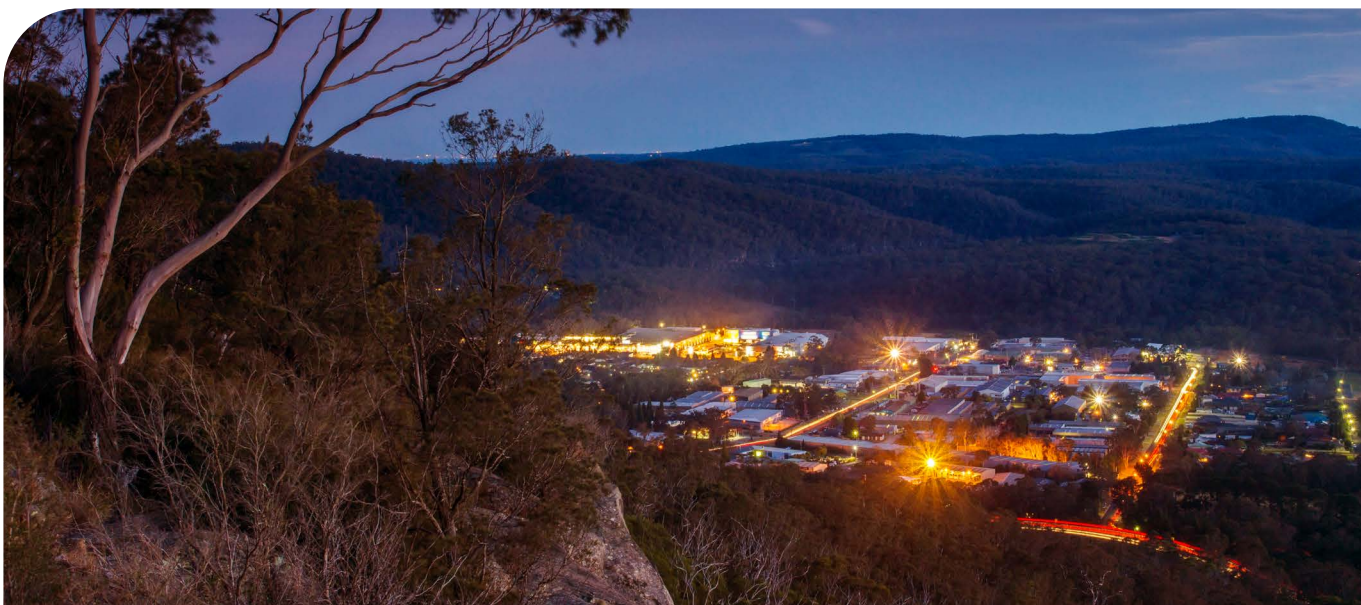
# Future plans

---

Sodexo sees Ricoh as a key partner in supporting future growth and technology needs.

“As well as the high-quality devices that Ricoh provides, it is really the quality of their people and the support they deliver that makes them stand out. During the past 18 years, they have become a true business partner for Sodexo.”

– **Greg Schreiber**, Sodexo IS&T Head of Infrastructure and Support Service



# Learn how

Discover how Ricoh's Print, Hybrid Workplace, and IT Solutions can work together to simplify processes, enable smarter ways of working, and keep your business future-ready.



## Let's connect!

**CONTACT US NOW**

13 RICOH | [ricoh.com.au](http://ricoh.com.au)

**RICOH**  
imagine. change.

Ricoh Australia Pty Ltd, Level 1, 2 Richardson Place, North Ryde, NSW 2113, 13 RICOH (13 74 264)

©2026 Ricoh Australia Pty Ltd. All rights reserved. Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners. The content of this document, and the appearance, features and specifications of Ricoh products and services are subject to change from time to time without notice. Products are shown with optional features. While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services, and the conditions and factors affecting performance. The only warranties for Ricoh products and services are as set forth in the express warranty statements accompanying them. Exclusions apply.