

Case Study

Collaboration is Calling: How Merrylands RSL bridged the gap with Ricoh



Executive summary

Established in 1927, Merrylands RSL Club has grown into a vibrant community hub, proudly serving more than 50,000 members and supported by a dedicated team of 120 staff. Over the years, the club has built a reputation for offering rich entertainment and dining experiences, welcoming guests to its popular restaurants, lively bars, and modern gaming areas.

Beyond hospitality, Merrylands RSL Club plays an important role as a meeting place for its community. The club features a diverse range of meeting and function spaces designed to accommodate everything from intimate boardroom discussions to large-scale celebrations and corporate events. These versatile venues have long been central to how the club connects people, hosts partners, and supports local organisations.

Quick facts

- | | |
|------------------|---|
| • Sector: | Hospitality |
| • Established: | 1927 |
| • Headquarters: | Sydney |
| • Employee size: | 120 staff |
| • Website: | mrsll.com.au |



An overview

From their central location in Merrylands, NSW, the club delivers a diverse blend of dining, entertainment, and meeting facilities to their members and guests. Among these offerings is a suite of meeting spaces designed to support both community engagement and operational efficiency. For years, the club depended on an ageing videoconferencing system to connect with a meeting room at its satellite venue, Club Umina, located in Umina Beach. While functional, the legacy setup no longer met the expectations of modern, seamless digital communication.

Seeking a more reliable and contemporary solution, the club partnered with Ricoh to re-evaluate its technology needs and modernise its approach to digital meetings. After conducting a thorough assessment of both sites, Ricoh recommended a refreshed platform built on Zoom, supported by large screens installed in the meeting rooms at Merrylands RSL and Club Umina, which displays life-size versions of digital participants. This upgrade laid the foundation for more consistent, user-friendly, and future-ready communication between the two venues.

Key highlights

- **Modernised Meetings:** Replaced an ageing, limited videoconferencing system with a flexible, future-ready solution.
- **Seamless Collaboration:** Staff and participants can now join meetings from anywhere, not just equipped rooms.
- **Intuitive Technology:** Easy to use solution, reducing setup time and frustration.
- **Reliable Support:** Ricoh provides trusted after-sales assistance, giving the club confidence in its technology.

Products & Solutions

- **Yealink Zoom Rooms conferencing system,** comprising a touch enabled control panel, audio and video peripherals and a Windows based compute.
- The setup includes a table mounted control panel, giving users “one touch” meeting join capability as well as full control of the audio and video peripherals, table top microphones, providing exceptional audio pickup and a 12x Optical Zoom camera providing AI based tracking, ensuring all participants in the meeting room are clearly visible for remote participants.



The challenge

Improving video conferencing performance and flexibility

Merrylands RSL Club had been relying on an ageing video conferencing platform to support its meeting room facilities. The platform was nearing the end of life and did not offer the ability for participants to join calls from other locations.

“We were limited to just having video calls between our two equipped meeting rooms. We were keen to have the ability to have people join from any location.”

– **Red Geronimo**, IT Manager, Merrylands RSL Club



The solution

From vision to reality

After carefully assessing Merrylands RSL Club's needs, Ricoh recommended a modern, flexible videoconferencing system built on the Zoom platform. Understanding that experiencing new technology firsthand can make all the difference, Ricoh arranged for Geronimo to visit a nearby site already using the solution. Seeing the platform in action gave the club confidence in its capabilities and inspired the design for their own spaces.

The implementation transformed the existing meeting rooms. Two key spaces were outfitted with Yealink conferencing devices and upgraded infrastructure, delivering intuitive, high-performance video collaboration. The installation was completed in less than a week, equipping staff and members with a system that is as easy to use as it is powerful—enabling meetings that are seamless, inclusive, and fully future-ready.

"As well as superior performance and flexibility, the new devices were also very intuitive to use," said Geronimo. "This means participants can focus on their meetings rather than managing technology."



The outcome

Collaboration without limits

With the new solution in place, Merrylands RSL Club has transformed the experience of hosting and joining meetings across their venues. Users now benefit from state-of-the-art videoconferencing facilities that are intuitive, reliable, and built to support a wide range of meeting scenarios. Whether connecting two rooms or bringing in additional participants remotely, Zoom enables anyone to join from virtually any location, ensuring meetings are more accessible and inclusive than ever before.

“The new platform delivers on our requirement to have wireless connectivity for users,” Geronimo said. “This makes it much easier to set up and manage video conferencing sessions which removes frustration and improves productivity.”

The upgraded environment has also boosted confidence among staff and guests, who can now walk into a meeting space knowing the technology will simply work. This reliability has strengthened the club’s ability to facilitate meaningful connections, both within the organisation and across its community.



Expected benefits

Support for regular Rugby Judiciary hearings

One of the club's frequent meeting room users conducts Rugby Judiciary hearings throughout the sporting season. With the upgraded videoconferencing infrastructure, these sessions can now be held far more efficiently. Participants are no longer required to attend from a specially equipped room— they can join securely and reliably from virtually any location. This flexibility has streamlined the process and reduced the logistical burden on everyone involved.

“Having the ability to join via Zoom from any location is a real game changer. It means the sessions can be much more inclusive and informed decisions made more quickly.”

– **Red Geronimo**, IT Manager, Merrylands RSL Club



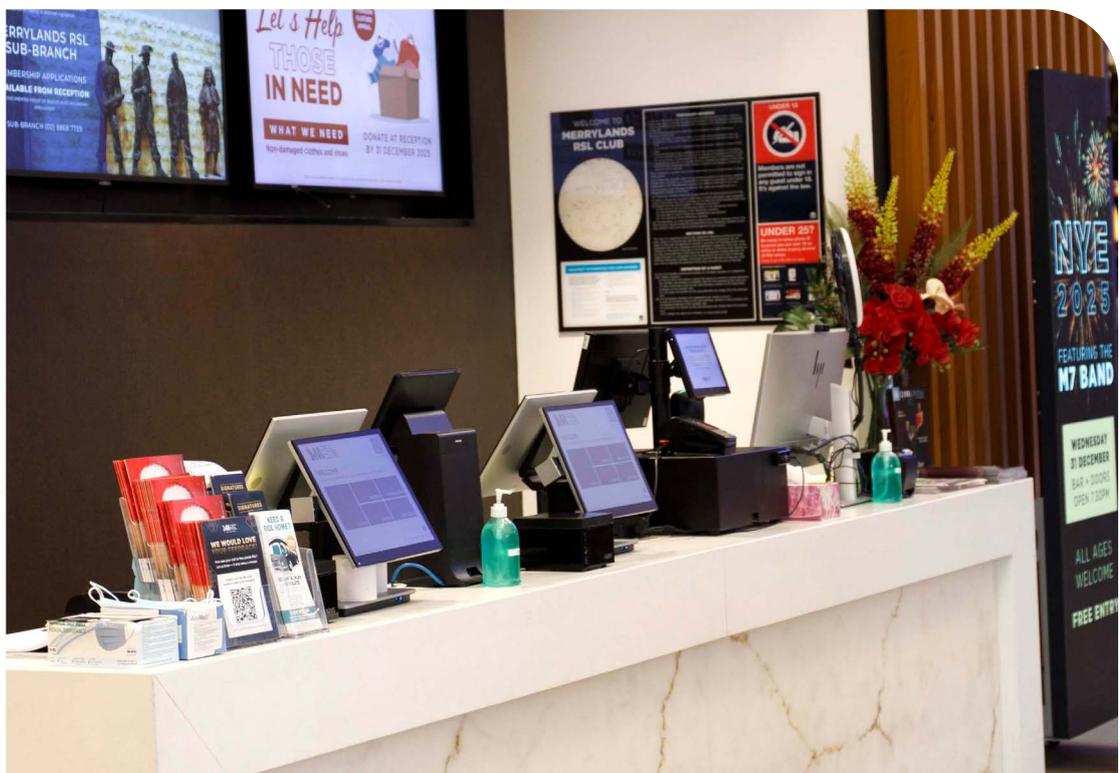
Future plans

While the new platform is very low maintenance, Merrylands RSL Club maintains a close working relationship with Ricoh. The club is confident that support can be obtained quickly should it ever be required.

“The new platform delivers on our requirement to have wireless connectivity for users. This makes it much easier to set up and manage video conferencing sessions which removes frustration and improves productivity,” said Geronimo.

“We see Ricoh as an important technology partner and look forward to continuing to work with them. As technology evolves in coming years, we know they will be there to offer advice and guidance.”

– **Red Geronimo**, IT Manager, Merrylands RSL Club



Explore Ricoh's Hybrid Workplace solutions.

Learn how Ricoh can help unify teams and workspaces for effortless collaboration.



Let's connect!

[CONTACT US NOW](#)

13 RICOH | 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.