

RICOH
imagine. change.

Workplace Experience Platform

*6 key benefits and
features to look for*



Flexible working frustrations



Flexible working frustrations

Today's diverse workforces expect flexible, modern workplaces that are easy to use and which can adapt to their preferred working style. Companies that provide an environment which exceeds employee expectations for ease of use, adaptability, and productivity attract and retain the best talent.

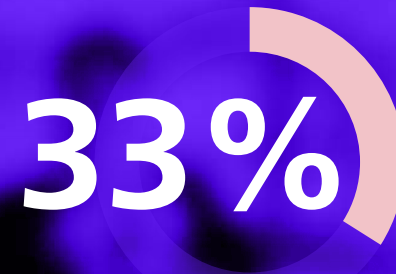
However, research* conducted by Ricoh reveals a significant gap between employee expectations of workplace technology and what employers currently provide. Far too often, employees face friction with even the most simple tasks, such as booking a meeting room.

When workplace facilities such as meeting rooms, desk booking, parking, and even catering are provided through a single, easy-to-use application, this creates a more fulfilling experience for employees.

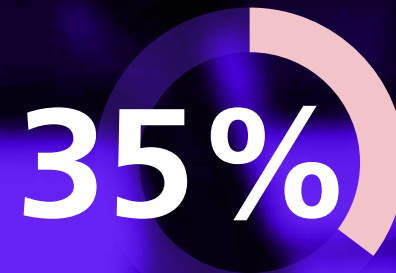
Equally, access to granular data and insights about all aspects of the workplace and its usage is increasingly important as it enables organisations to better plan for workspace efficiency and comfort, cost reductions, and potential office rationalisation.

In this guide, we explain the key benefits of adopting a workplace experience platform, how it can deliver efficiencies in your business, and how to get started.

* Ricoh Europe's 2024 research on fulfilment through work.



One-third of employees say their work setup hinders their productivity



35% of employees would reconsider leaving their job if they had better flexible arrangements

Workplace Experience Platform: Definition





Workplace Experience Platform: Definition

A workplace experience platform integrates various office and workplace technology, processes, capabilities or modules, into a centralised view of your entire workplace. This enables businesses to support and streamline all aspects of an employee's or visitor's interaction with the office environment.

The platform empowers employees to plan and simplify their workday, wherever they are, via a simple application or even a mobile app. They can perform various actions, from booking a desk or a meeting room to managing their visitors, locating colleagues and meeting spaces, and even getting useful information through digital signage.

At the same time, it provides access to detailed analytics and reports that indicate how the office space is being used. This insight enables the business to optimise office spaces and policies, contribute to achieving ESG targets, and make informed decisions, such as rationalising real estate.

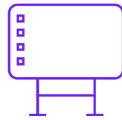
Key benefits for your organisation





Enhanced user experience

Improve the employee and visitor experience, ensuring better satisfaction, productivity, and brand image, regardless of location.



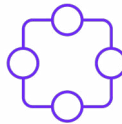
Actionable insights for space management and rationalisation

Make data-driven decisions, such as implementing space optimisation strategies or rightsizing your real estate for greater workspace efficiency and cost reductions.



Improve collaboration

Make it easy for employees to locate each other and find the right space in the office to collaborate effectively.



Productive planning

Help managers and employees pre-plan days in the office to coincide with colleagues and amenities to make the office experience more productive.



Support of workplace regulatory compliance

Improve governance by streamlining compliance processes and enhancing data management and reporting, ensuring effective training and policy management.



Enhance sustainability

Create a sustainable workplace and meet ESG targets through resource optimisation, rationalising spaces and adjusting policies.

**6 essential
features**





1

Space management: enabling employees to use space effectively

Workplace experience applications **allow employees to plan their day at work and seamlessly locate and book spaces such as desks, meeting rooms, parking, or lockers** through a single application or mobile app. Organisations can also create work zones to support collaboration for teams that need to work together.

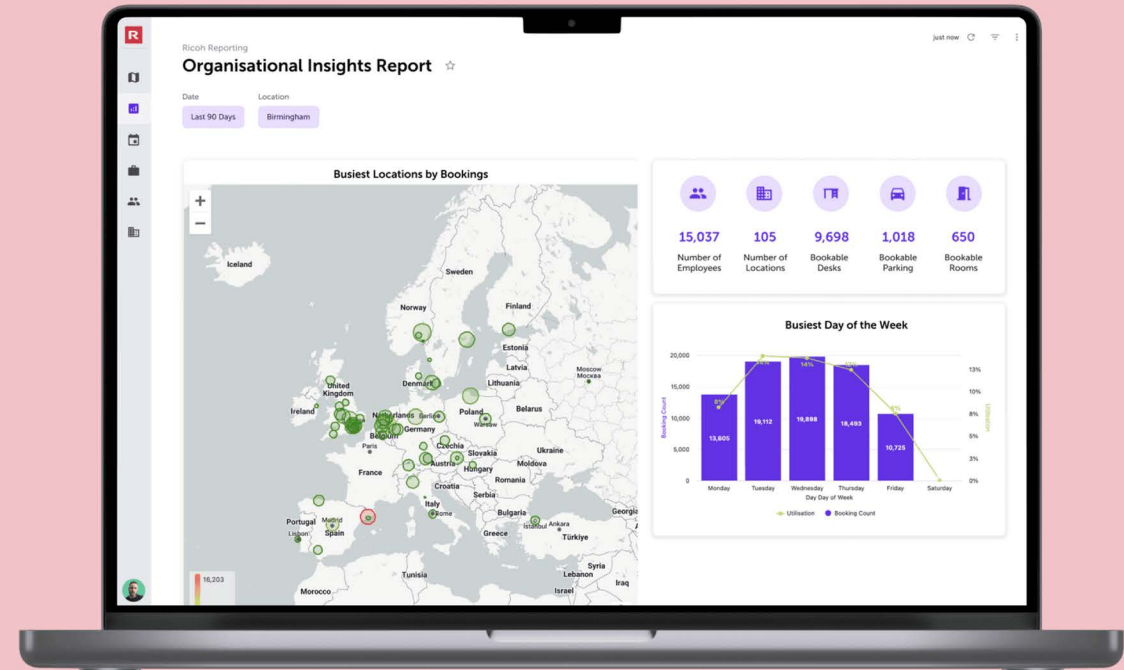
Additionally, **they enable employees to easily view room availability, size, and what audiovisual equipment is available.** Other features, such as room booking panels, can indicate who is using each room and for how long, ensuring only invited people enter the meeting room.

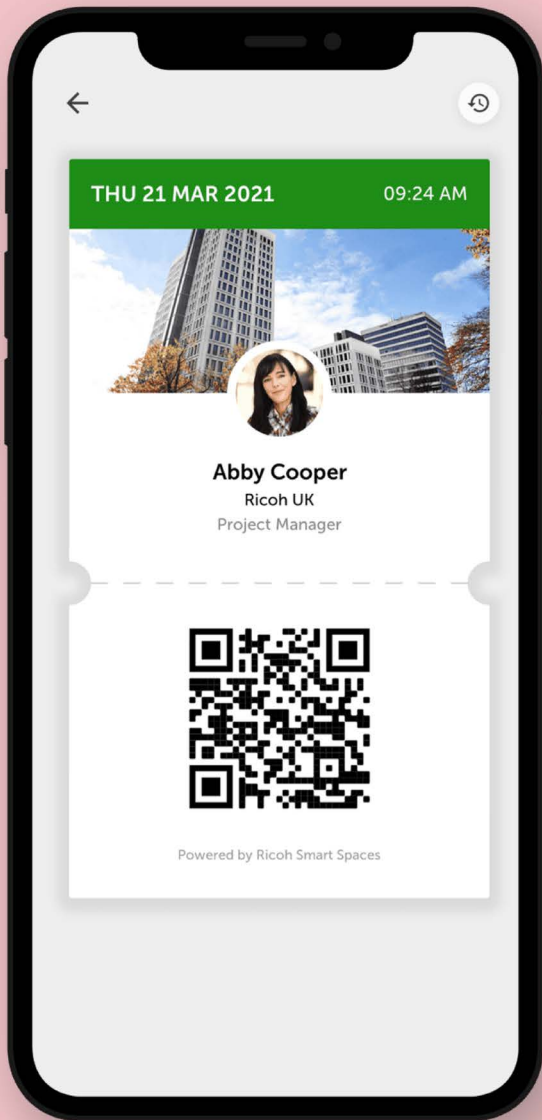
2

Analytics and reports

To realise your workplace's potential, you must ensure your choice of workplace experience application can provide granular data analytics, including occupancy, space usage and environmental metrics. Having access to this data enables your organisation to:

- **Optimise your office spaces**, for instance by creating new collaboration areas if your meetings rooms are constantly booked.
- **Adapt governance policies**, such as hybrid working requirements.
- **Rightsize your facilities** and reduce office-related costs.
- **Better manage resources** and meet your ESG targets, for example by heating office space only when occupied.





3

Visitor management

Employees don't want to keep guests waiting unnecessarily, rush procedures, or risk the organisation's security when checking in visitors.

A workspace experience application can also offer a visitor management module, **enabling a simplified sign-in experience to suit your organisation's unique needs**. These modules control who enters the building and what data is collected from them. **Employees can pre-book visitors and be notified when they arrive**. Some solutions also allow visitors to check in via a digital interface at reception autonomously.

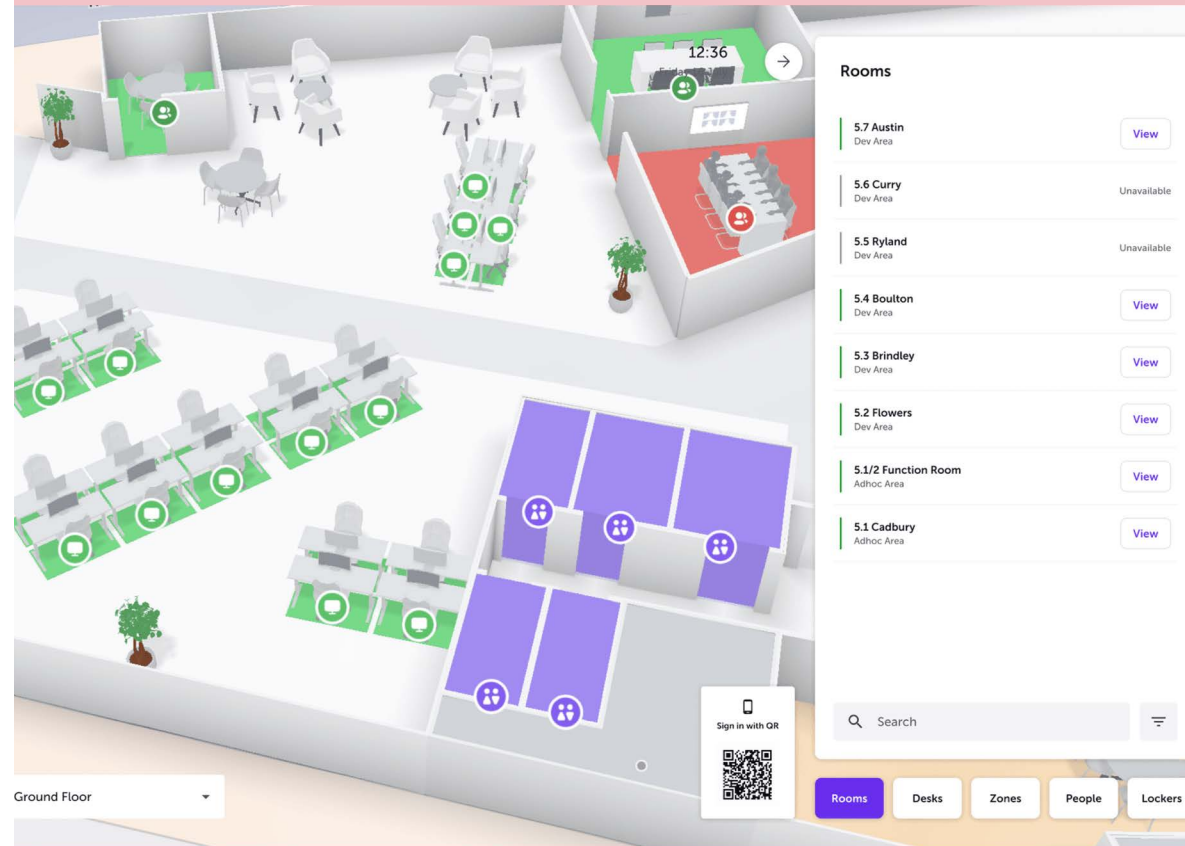
4

Wayfinding

Office wayfinding designates modules designed to guide employees, visitors, or clients through an office space. **It ensures individuals can locate their destinations without frustration or unnecessary delays** and don't stumble on confidential information or sensitive conversations, leading to a safer and more efficient work environment.

Workplace experience applications offer or integrate with modules such as digital signage or interactive floor maps designed to direct people exactly where they need to be. **This ensures everyone, including visitors, are in the right place at the right time** and are kept informed with relevant news.

When integrated with IoT sensors, these modules can also provide a live view of which desks or rooms are in use, allowing users to find the space they need quickly.





5

System Integration

Most workplace experience platforms integrate with various systems, such as the workplace-related applications already mentioned, sensors, collaboration tools, or even third-party applications such as HR systems. **These integrations allow for real-time data insights, improved communication, and streamlined processes**, ultimately fostering a more productive and employee-centric workplace. Some example integrations include:

Integration with office-related modules, including analytics, space booking, print infrastructure as well as wayfinding and visitor management.

Integration with sensors and badge scanning allows organisations to collect extensive real-time data on occupancy, office usage, and environmental metrics such as temperature, air quality, etc.

Integration with collaboration tools like Microsoft, Google Suite, or other systems allows employees to easily book the space they need seamlessly from wherever they are working. This integrated data also provides a richer picture of employee behaviour.

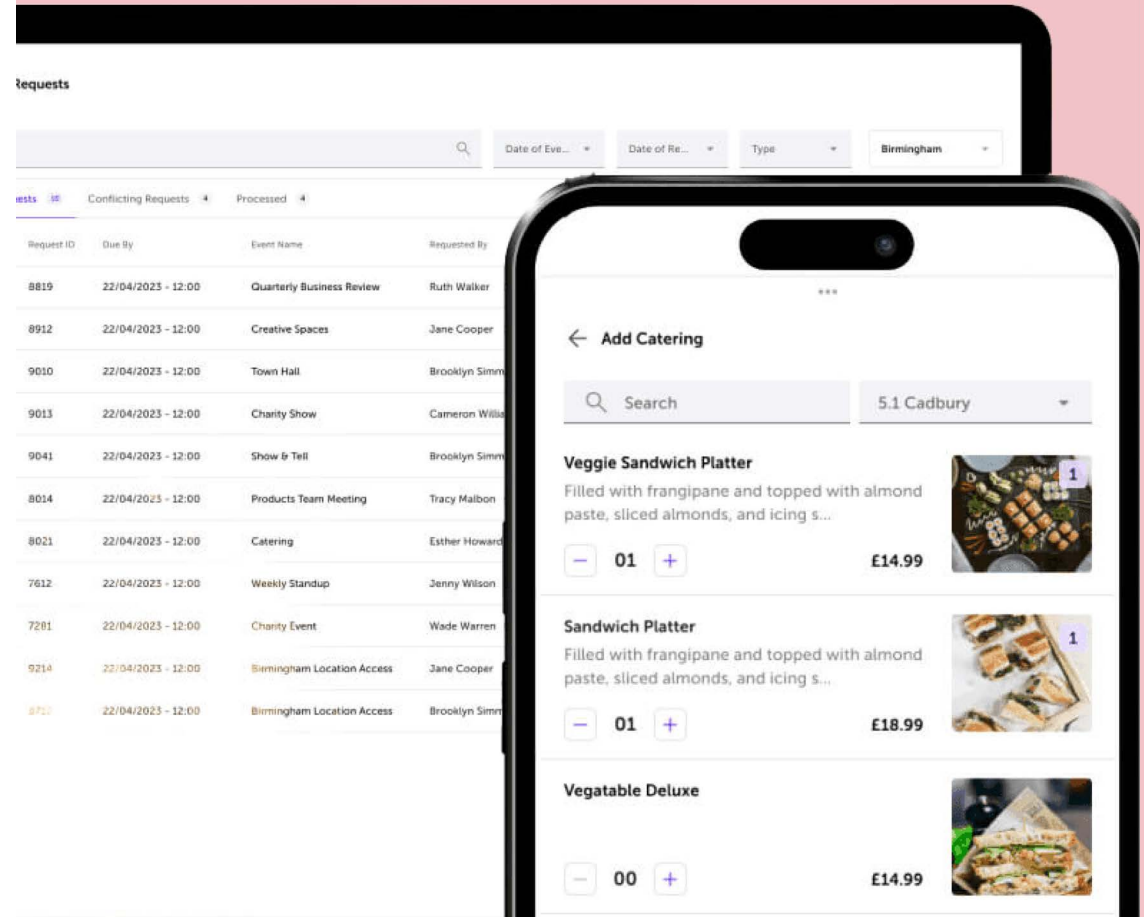
6

Service requests

In an office environment where efficiency is key, the ability to quickly and easily manage service requests can really add value. With workplace experience applications, you can also allow employees to access and request the office-related services of your choice, **enabling the simplification and automation of various time-consuming processes, such as cleaning or catering requests or visitor bookings**, and significantly reducing the administrative burden on staff.

For example, if your team organises a day workshop in a meeting room, you can simply use the platform to book your guests in advance and request cleaning and catering services for the day, ensuring the workshop is a success and the space is ready for the next meeting.

To ensure a seamless experience, it is crucial that **the application integrates easily with other request platforms such as ServiceNow**. This allows for a unified and efficient workflow that meets the needs of modern workplaces.



Greater collaboration at easyJet





easyJet: Encouraging greater collaboration

easyJet required a way to use its office environment more effectively and encourage greater collaboration. They needed a solution with features allowing employees to request flexible desk space and enabling its dedicated biosecurity team to improve safety.

After assessing various options, easyJet selected RICOH Spaces. Ricoh's proprietary workplace experience application enabled easyJet to improve the team's overall productivity by increasing collaboration, ensuring improved security, and reducing real estate costs.

“

As soon as our people were able to start returning to the workplace, we were keen to ensure they had the opportunity to spend time back in the office. That meant we had to think fast about how to manage and enable a new way of 'hybrid' working, with an emphasis on conversations within our teams around flexibility, while also following guidelines to keep everyone safe.”

Charlie Rainer
Head of Corporate Technology, easyJet

[Download the full case study.](#)

Key steps to get started





Plan your next steps

Most organisations seek more than one outcome from their workplace experience platform. For example, streamlining real estate and improving its effectiveness is a core operational goal, whilst improving employee experience to encourage use of the office and improving productivity are overall business needs. Whatever your unique requirements, here are three steps to start your journey.

1

Gather the various departments across your organisation, such as HR, Facilities, and IT, to gain a clear understanding of what the **broader business strategy** is trying to achieve and how a workplace experience application could deliver this.

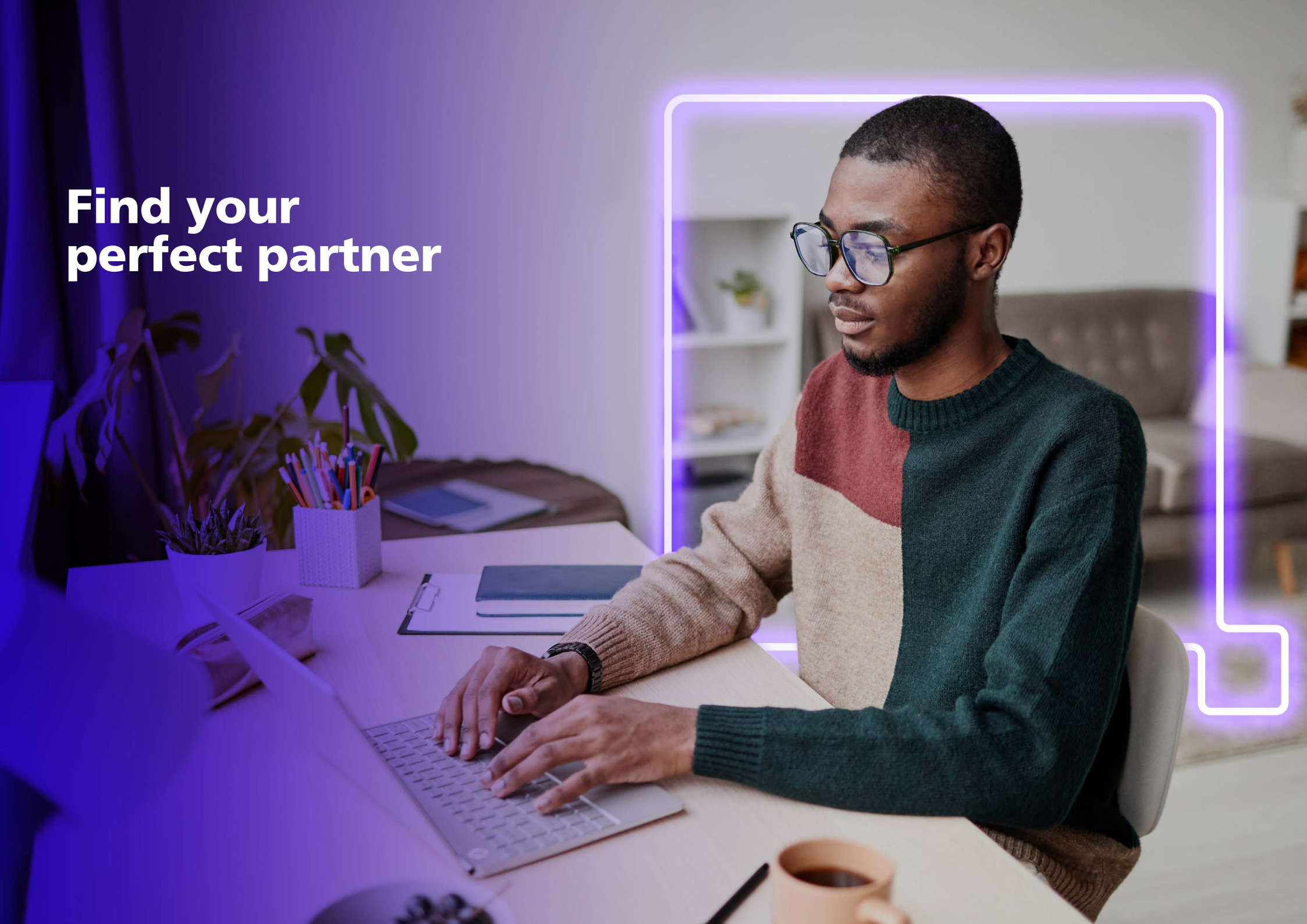
2

Conduct an assessment to **identify your current workplace status**, technology, information on usage habits and frustrations. Identify opportunities for improvement to be sure you have a clear set of objectives and an executable plan, ensuring you are in the best possible place to find the solution that will meet your needs.

3

Look for a solution provider that offers modules and features **tailored to your needs** and can also provide the **guidance and expertise** essential for a successful workplace experience strategy. Look for a partner who offers consultancy and customer success services, ensuring you receive the insights and strategic support you need around employee experience, space management, and technology to achieve your goals.

**Find your
perfect partner**



Why Ricoh?

At Ricoh, we provide solutions that place people and their experience at the heart of what we do, so they can truly thrive. This includes creating an exceptional employee and customer experience for people and teams wherever they are, automating tasks to free up time and, supporting growth through implementing the right technology for organisations of all sizes.

With more than eight decades spent understanding how people work, today Ricoh is transforming the experience of over a million organisations and hundreds of millions of people across the globe.

We're committed to designing technology and spaces that make life easier and support a sense of Fulfilment through Work. This drives our own people, every day. That's why our ambition is clear: to help organisations *Focus on Forward*.



RICOH Spaces

RICOH Spaces is a modular and scalable workplace experience platform developed and continuously improved in partnership with our clients. Consider RICOH Spaces if you are looking for:

- **A collaborative partner** to tailor a system to meet your unique business requirements, to help with the onboarding of your employees and to support you with a dedicated customer success manager.
- **A multi-language desktop application and mobile app** for on all-in price, including SLA.
- A system that **easily integrates with a range of modules**, including analytics, desk space, car park and meeting room booking, wayfinding, visitor management, service requests, digital signage and sensors.
- A company backed by **over 85 years of workplace technology solutions**.

“

Ricoh were hugely valuable during the deployment, especially their lead developers. The project had unique requirements that made the process demanding, but Ricoh was always available to offer support. They even went the extra mile to take calls whenever required to ensure we maintained momentum.”

Charlie Rainer
Head of Corporate Technology, easyJet