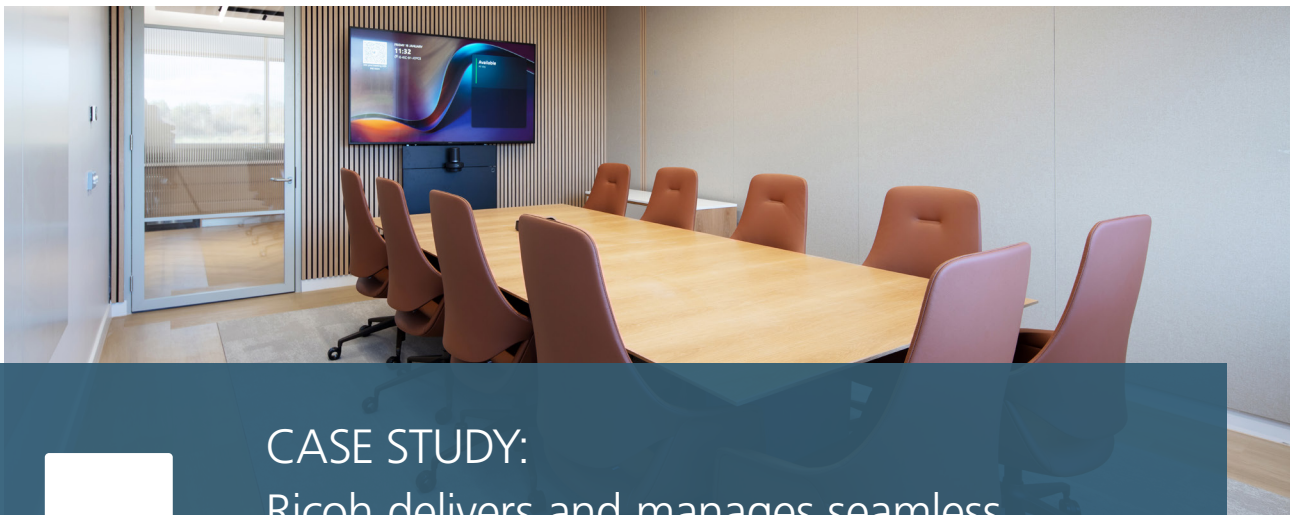




CASE STUDY:

Ricoh delivers and manages seamless collaboration technology to power Exyte's new Northern European HQ



EXECUTIVE SUMMARY

Name: Exyte

Location: Leixlip, County Kildare

Size: 12,000 staff globally, with Northern Europe HQ in Ireland

Activity: Engineering

Challenges

- Inconsistent and unreliable meeting room technology that users avoided or worked around
- Poor hybrid meeting experiences, particularly for remote participants
- A growing need to support collaboration as teams returned to the office

Solution

- Ricoh Workplace Experience
- Audiovisual Solutions

Benefits

- Simple, intuitive meeting rooms that staff are confident using
- Improved in-person and remote collaboration
- Consistent meeting experience aligned with Exyte's global standards



CHALLENGES

Following years of growth in Ireland, Exyte consolidated several offices across North Kildare into a single Northern European headquarters. While this created a modern, centralised workspace, it also highlighted the need for high quality meeting rooms that improved how employees collaborated at the office as well as remotely across EMEA.

Previous meeting room solutions had failed to deliver a consistent or user-friendly experience. Despite investing in various platforms and devices, staff frequently reverted to plugging in HDMI cables and holding calls from their desks, even when colleagues were sitting nearby. Meeting room technology was seen as overly complex, unreliable and not well suited to hybrid working.

Audio quality was another major pain point. Table-mounted microphones picked up unwanted audio such as tapping the table, making it difficult for remote participants to hear clearly. As a result, confidence in using meeting rooms was low, limiting collaboration and undermining the value provided by the office environment.

Exyte required a solution that was simple and consistent, removing the friction from everyday technology and enhancing employees' ways of working.



People aren't scared of our technology any longer. They now use the meeting rooms and collaborate much better and more effectively than before.

*DARRAGH ROGAN
SENIOR MANAGER, I&C ENGINEERING, EXYTE*



SOLUTION

Ricoh worked closely with Exyte to design and deliver a standardised audiovisual setup across 13 meeting rooms at the new Kildare headquarters. The solution was aligned with Exyte's global agreement with Ricoh, ensuring a familiar experience for employees travelling between offices worldwide.

Each meeting room was equipped with Logitech Microsoft Teams Rooms, supported by carefully integrated cameras,

microphones, speakers and displays. The design prioritised ease of use: users simply join the meeting from the room and begin collaborating. To improve the audio quality, microphones were relocated away from meeting room tables.

Exyte also agreed a maintenance contract with Ricoh, ensuring systems continue to perform reliably over time and avoiding the gradual degradation that Exyte had experienced in the past.



BENEFITS

The new meeting rooms have changed how Exyte teams collaborate. Staff now actively choose meeting rooms over desk-based calls, bringing people together physically while ensuring remote colleagues are fully included.

Clear audio and video mean meetings run smoothly, without repeated interruptions or frustration for participants at the far end of the call. Just as importantly, the simplicity of the setup has removed any hesitation around using the technology.

Users can walk in, start a meeting and focus on the conversation rather than the controls.

Improved collaboration also supports Exyte's wider business operations. With engineering, procurement and construction projects relying on precise coordination, the ability to collaborate effectively, internally and with customers helps teams collaborate faster and present technical solutions with confidence.



Ricoh's consultants listened to our concerns very well and they were able to clearly outline the potential solutions for the business.

*DARRAGH ROGAN
SENIOR MANAGER, I&C ENGINEERING, EXYTE*



ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 90-year history.

In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

For further information, please visit www.ricoh.ie

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