

Workstyle  
Innovation



## Ricoh Consultancy Services

**One comprehensive service to unlock the potential of your workplace**

Bespoke services to develop technology and create processes that inspire your people and develop effective, flexible workplaces.

**RICOH**  
imagine. change.



# Contents

**Page 4**

**About Ricoh Consultancy Services**

---

Partnering organisations to unlock the potential in your workplace

**Page 7**

**Learning Services**

---

Enabling organisations to achieve exceptional business results through co-creation of a vibrant learning strategy for your people

**Page 8**

**Optimisation & Efficiency**

---

Helping organisations to streamline and enhance their processes from service operations to the customer experience

**Page 10**

**Risk Management**

---

Developing efficient and effective risk management processes with organisations to ensure a sustainable and comprehensive response to risk

**Page 12**

**About Ricoh UK**

---

Contact Us

## About Ricoh Consultancy Services

### Are you prepared for Workstyle Innovation?

We work in an age of digital transformation, and approaches that worked in the past no longer work in this fluid environment. Capitalising on the digital shift requires a culture shift – but many businesses are not sure where to start. Ricoh's Consultancy Services team can help, we are focused on working alongside organisations to unlock the potential of workplaces enabling change and innovation. We offer bespoke services to develop technology and create processes that inspire your people and develop effective, flexible workspaces. Establishing a holistic approach to your business' most complex and demanding issues, which supports all aspects of your digital transformation.

The Consultancy Services team can assist you in pursuing enhanced customer experiences, continuous innovation and operational excellence. Identifying how effectively you use your existing workplace, analysing your processes and workspaces, and developing a tangible, sustainable plan for the future. We have assisted departments and entire organisations through the augmentation of business processes, the implementation of mobile technologies, the strategic management of risk and the chaos of change – focusing on people and process, not just technology.

Our experts have lived your challenges and continuously work on improving. They are passionate about every aspect of our solutions from empowerment and engagement to business transformation.

The services available include:

- Workplace assessment including occupancy studies, storage audit and voice of the customer
- Workplace analysis of business strategy, brand identity, technology and work processes, people and environment, and workspace
- Workplace recommendations – Your roadmap to transformation
- Apprenticeship Levy support and guidance
- Learning Services empowerment and development
- Optimisation and efficiency recommendations
- Risk Management navigation and guidance

Our customers contribute to our success as much as we contribute to theirs. Let Ricoh Consulting Services help your organisation turn challenges into wins with our proven, globally tested approach.







## Learning Services

Vibrant learning strategies for your people

In this ever changing landscape of work, people are at the centre of your business. Ricoh UK enables companies to achieve exceptional business results through co-creation of a vibrant learning strategy to ensure organisational culture links learning and business seamlessly.

We help you to work with your people to develop a learning culture that engages your people ensuring they are adaptable and flexible to transformation. Your internal champions are your most valuable asset, holding intellectual property and assisting you in overcoming organisational challenges. Our learning strategy gives stakeholder ownership, ensures a strategic focus with business alignment, gives your employees empowerment and fosters innovation. Ultimately this fosters talent development and retention ensuring your organisation delivers results.

### Our Method

#### The Expert Experience

Here the project control is with Ricoh UK, we diagnose the issues and provide a solution.

#### The Pair of Hands Experience

Our customer has the control, understanding what needs to be implemented, but needing Ricoh UK to support and make it happen, this may be in terms of resource or specific knowledge.

#### The Collaborative Experience

Our preferred method, we work collaboratively with our customers and utilise a partnership approach. Calling on professionals from military, academics and sports we are able to add a different dimension to your business challenges.

#### Implementation

We spend time in your business collecting data, an understanding of your people and current learning culture, we then take this and turn it into information in the form of a bespoke findings report. This is a transparent document which gives you roll out guidance and agile milestones ensuring ongoing review.

Our focus is on informal and formal learning, including real scenarios your business is facing, reinforcing the return on investment. The objective is to provide you with a learning strategy toolkit that creates a self-sustainable learning culture, which utilises technology optimally.

**“The Ricoh UK Leadership Strategy is one of those pleasurable gems that genuinely focuses on capability and behaviours that truly enable leaders to understand and live the vision and values.”**

- Alec McPhedran,  
Senior Consultant  
The CMI

#### Your Learning Culture Roadmap will:

- Increase employee engagement and development
- Empower individuals and teams
- Retain talent
- Enhance customer centricity
- Boost employee accessibility and mobility
- Boost profitability

Creating a learning culture that supports your people and their development can have a direct impact on your profitability. We'd like to show you how this works in reality.

Get in touch at [workplace@ricoh.co.uk](mailto:workplace@ricoh.co.uk)

#### Our Accreditations



# Optimisation & Efficiency

Streamline and enhance your processes

How can you embrace workstyle innovation? Ricoh UK help you address inefficiencies and complicated processes within your organisation, we are focused on real change. Recognising the crossover between people, place, process and technology, we look at the bigger picture, the overlap between your resources and culture and give recommendations to continuously add value.

We offer clarity to digitisation, enhanced customer experience, information, process and automation flows, visibility and accountability, and advanced shared services. Helping you to put in place long lasting solutions that involve a shift in culture, expectations and experience. To do this successfully we focus on your people and facilitate transformation using a proven toolkit, customised to your specific requirements and aspirations.

## So how does it work?

We utilise the most appropriate methods for your specific requirements, selected from our portfolio of process optimisation toolkit. These methodologies can cover anything from:

### Customer Experience

Putting the customer at the centre of your business is essential and we enable an end-to-end view of customer interactions, highlighting the ways in which these touchpoints can be enhanced to increase customer engagement.

### Quality Performance and Customer Satisfaction

Quality is often an untapped source of competitive advantage, it is an opportunity to reduce costs, improve brand perception and increase revenues. We take into consideration the complete value chain and customer lifecycle from sales and service to achieve significant and sustainable improvement.

### Lean Management

Rather than simply focusing on process redesign we look at refining a company's systems and changing employee mindsets and behaviour to ensure innovation is supported in the long-term. This may cover any of the following parts of your business functions such as Finance and Human Resources, Frontline and Sales, Service and Digital operations.

**“From a corporate point of view, it was having more integrated systems, better continuity and being more joined up with customers. Ricoh could see we had to go through a process ourselves to understand and learn what was needed. It was prepared to go on that journey with us, and when it did work with us, it demonstrated it could deliver the quality we were looking for.”**

- Ashley Tomsett, IT Director, Agrovista

## Transformational Change and Organisational Culture

We help organisations design and deliver major change programs that provide performance improvement, build capabilities and strengthen organisational behaviour to sustain exceptional results and adaptability. By addressing culture, mindsets, and team and group dynamics, we are able to build up a wider framework for change than simply process structure.

## Our Approach

- We listen
- Coach, co-create and advise
- Challenge
- Customise a vision
- Combine strategic and tactical plans
- Benchmark against best practice
- Focus on business benefits
- Provide measurable data
- Co-create clear KPI's (Key Performance Indicators) and KRI's (Key Risk Indicators)
- Streamline and optimise your processes, workflows and culture



### Implementation

We spend time in your business collecting data and an understanding of your vision, challenges and scope for change, we then assess key agreed objectives and deliverables.

We take this data and turn it into information in the form of a bespoke Findings and Recommendations report. This is a transparent document which gives you roll out guidance and agile milestones ensuring ongoing review.

Our focus is on gap and root cause analysis, including real scenarios your business is facing. The objective is to provide you with an optimisation and efficiency strategy toolkit that creates tangible actions and a self-sustainable development culture, which optimally utilises technology.

### Our Process Optimisation Toolkit



Your Optimisation & Efficiency roadmap will provide you with:

- Cost savings
- Improvements in efficiency
- Faster teams for a more agile business
- Happier engaged employees
- Flexibility and adaptability in today's ever changing competitive landscape
- Shared expertise and experiences through true partnership
- Tools and approaches to make changes in the future

Focusing on optimisation and efficiency creates a development culture that supports transformation within your organisation and can have a direct impact on your profitability. We'd like to show you how this works in reality.

Get in touch at [workplace@ricoh.co.uk](mailto:workplace@ricoh.co.uk)

# Risk Management

Navigating governance, risk & compliance



## Risk Management

How do you manage uncertainty? Uncertainty comes in many forms. There are the kinds you know about and can try to avoid or mitigate. Then there are the kinds that you don't see or don't think are worth preparing for. The more invisible or intangible types of uncertainty — from disruptive technologies to the pace of innovation, to the threat of litigation or security breach — present the greatest potential risks to an organisation. Ricoh UK can help you to make these blind spots clear and assist you in developing the information to fuel your strategy for years to come.

## Our Accreditations



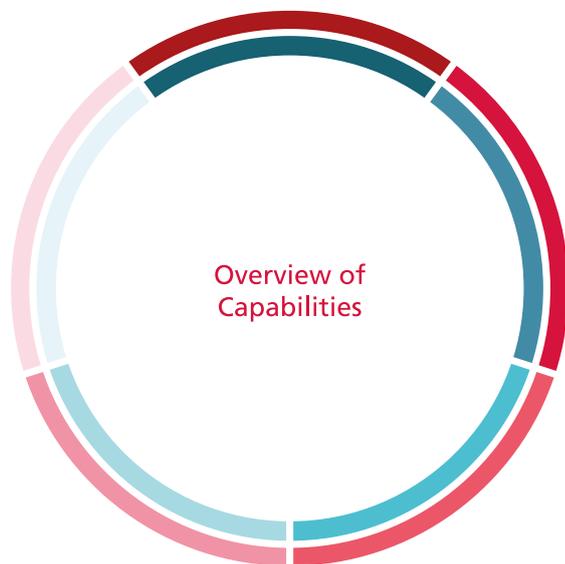
## Make Processes Transparent

Over 75% of organisations experience risk events as a direct result of broken information processes — and 36% of data breaches can be attributed to inadvertent insider misuse. Building walls around information systems is only one part of an effective strategy, and many endpoint devices and connections to the Internet of Things remain unguarded. Our first step in helping you avoid compliance failures, customer losses, breaches and PR crisis is to gain insight and create consistency among processes that often become fragmented between applications and functional silos. Then, we establish a common language between stakeholders to prioritise actions for improvement. When strategies are built around the user, uncertainties can be managed through empowerment instead of control.

## Improve Data Integrity and Accountability

When systems, custodians and information assets are inventoried, the accountability between each is dramatically improved. Eliminating redundant applications and duplication between paper and electronic versions is only possible when users trust their critical systems and each other. When these variables are known and controlled, responding to uncertainties and risk events becomes predictable.

# Ricoh Risk Management Capabilities



- ISO 9001:2015  
Quality Management
- ISO 14001:2015  
Environmental Management
- BS OHSAS 18001:2007  
Health & Safety Management  
(Soon to be ISO 45001)
- ISO 22301:2012  
Business Continuity Management
- ISO 27001:2013  
Information Security Management
- ISO 9001 & ISO 27001 - CPAS  
Cheque Printing  
Accreditation Scheme
- BS OH SAS 18001  
Safe Contractor
- BS OHSAS 18001- CHAS  
Contractors Health &  
Safety Assessment Scheme
- ISO 27001  
PCI Compliance
- ISO 27001  
Cyber Essentials  
Cyber Essentials +

## Verify and Evolve

The rules of regulation and volatility of legal threats are constantly changing, making reactions slower and more costly. With a proactive information governance strategy, the insights can be used to predict the next competitive market, prepare for the next crash or gain a competitive advantage. Let Ricoh UK help you validate progressive performance and shift from restriction to reinvention.

## Our Approach

- We listen
- Coach, co-create and advise
- Challenge
- Customise a vision
- Select two improvement projects
- Benchmark against best practice, legislation and compliance
- Focus on business benefits
- Streamline and optimise your information processes, workflows and governance
- Co-create and implement clear improvements
- Reverse engineer the process to educate and inform

## Implementation

We spend time in your business performing a compliance health check and gaining an understanding of your challenges, risks and blind spots, we then assess key agreed objectives and deliverables. Our focus is on information and process management, including real scenarios your business is facing. The objective is to provide you with a risk management strategy toolkit that informs your organisations overall strategy and ensures the business is adaptable to changing priorities, legislation and risk.

## Your Risk Management Roadmap will:

- Identify valuable information
- Establish blockers and how to overcome them
- Navigate compliance, risk and governance
- Empower individuals and teams
- Reduce risk
- Boost efficiency

Navigating risk management creates a solid foundation and empowered teams to ensure your business can focus on innovation and profitability.



### **About Ricoh**

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems. Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2017, Ricoh Group had worldwide sales of 2,028 billion yen (approx. 18.2 billion USD).

### **Get in touch**

We're on hand to talk you through any of this information. Call us on 0800 90 40 90  
Alternatively, email us on [workplace@ricoh.co.uk](mailto:workplace@ricoh.co.uk)