

Case Study: Leading Confectionery Manufacturer

Leading candymaker avoids \$90,000 in annual labor costs by securing parcel deliveries in Ricoh's intelligent locker system to support its hybrid work environment

About our customer

This leading global confectionery company began more than a century ago and is consistently innovating. Known especially for its candy, this manufacturer employs more than 140,000 associates and is always looking for new and efficient ways to enhance both customer and employee experience. Its expanding portfolio of quality sweet treats and other services continues to delight millions.

Challenge

An intelligent locker system offers a scalable locker solution for employees that need secured 24/7 access to parcels.

- Needed an alternative to hand-delivered parcels
- Solution needed to support hybrid and adaptive use
- Needed accountability for parcel delivery
- Parcel backlog due to users being unaware of deliveries

This leading confectionery manufacturer sought an alternative system for hand-delivered packages and mail during the pandemic. This new solution had to support hybrid and adaptive uses and accountability for parcel delivery.

The organization required a customized solution to handle parcel shipment backlog because employees were unaware of deliveries due to their remote schedules. They also needed a system that accommodates the new headquarters design and floorplan. As pandemic-related concerns remained top-of-mind, team members desired a touchless, less intrusive way to manage deliveries.

“Making sure our employees had a safe, secured, and touchless way to retrieve deliveries was essential. Ricoh understood our needs and offered us a streamlined solution that was cost-effective and easy for our employees to learn.”

Solution

- Proposed flexible and adaptive smart package locker system
- Installed 210 customized intelligent lockers with remote managed software
- Synched lockers with cloud services for audit tracking
- Implemented email notifications and receipt of parcels

Knowing corporate mailrooms receive hundreds of packages daily, we needed to put this retailer's mind at ease. It was clear that creating a safe, convenient, and contactless parcel pick-up for their hybrid workers was a priority.

Ricoh's team installed a package locker system consisting of 210 remotely managed smart lockers branded with the company's corporate identity. This smart, intelligent locker system is synched with cloud service for audit tracking. An email notification system with parcel receipts was implemented to ensure communication with parcel recipients.

Managing both the fluctuating volumes of mail and the shifting workforce is easier when on-site and remote employees have a secured place to receive their packages.

As packages arrive, the package management system registers each one into a cloud-based platform, scanning and assigning a smart locker and a release code. An email is sent to the recipient with relevant information allowing the employee to retrieve the package(s) at their convenience while transaction data is recorded and stored for tracking, reporting, and analysis.

Results

- Avoided \$90,000 in annual labor costs
- Solution works for both temporary access and ongoing needs
- Full chain of custody for access and pick-up
- Touch-free, branded system supports a safe environment

Understanding this customer's challenges led us to propose a flexible and adaptive [intelligent smart locker system](#). An intelligent package locker system offers a scalable locker solution for employees that need secured 24/7 access to parcels.

Packages are stored in digital lockers for on-site and remote employees to retrieve easily and safely.

Large remote or hybrid workforces challenge package and parcel delivery, especially with variable mail quantities. Intelligent lockers allow employees touchless, flexible storage and the latest cloud technology to enable managed access, end-to-end usage tracking, and complete reporting capabilities.

See how Ricoh's [intelligent locker systems](#) can provide a scalable locker solution for your organization or [contact us](#).