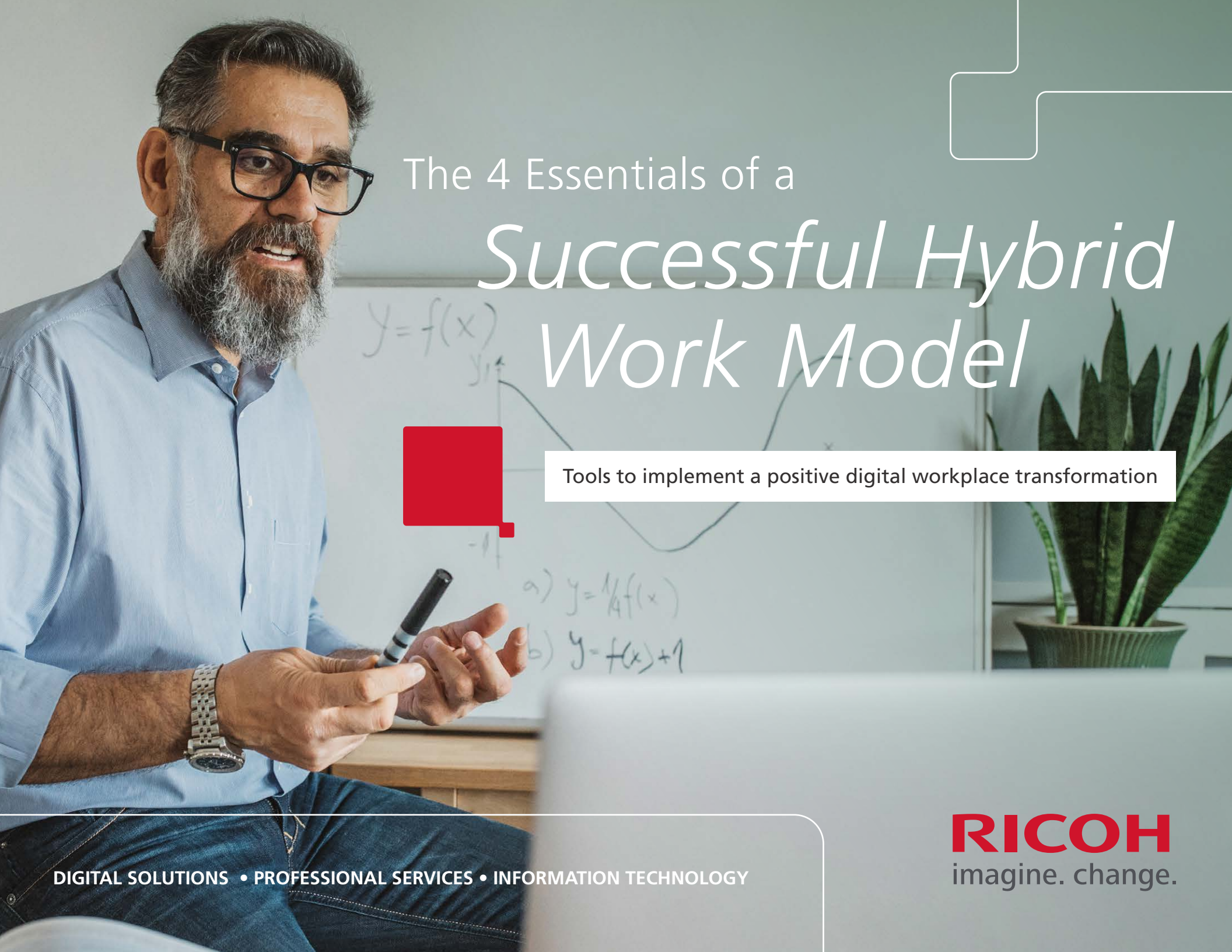
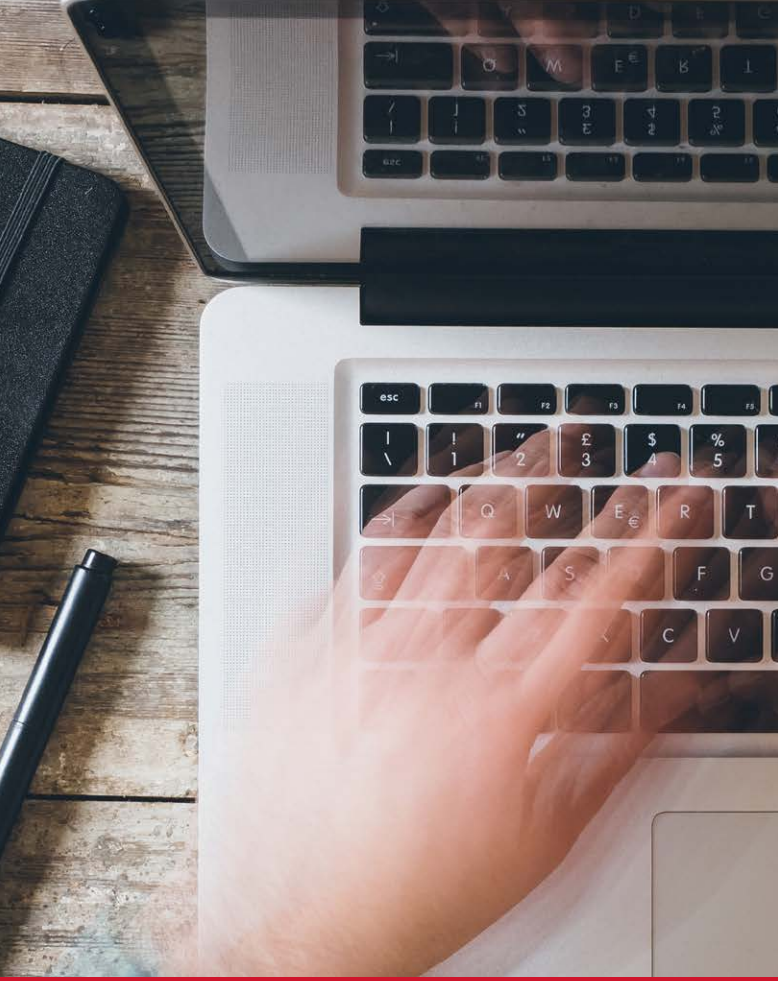


The 4 Essentials of a *Successful Hybrid Work Model*

Tools to implement a positive digital workplace transformation

DIGITAL SOLUTIONS • PROFESSIONAL SERVICES • INFORMATION TECHNOLOGY

RICOH
imagine. change.



> *Informed by what we learned in the WFH (work from home) year, we can discard legacy habits and adopt more agile ways of working.* — FORBES

Our New *World of Work*

The 2020 pandemic forced businesses into a rushed transition to a digital workplace. At the time it was a matter of survival. Now businesses have the opportunity to strategically assess their digital workplaces, optimize them, and become more connected, productive, agile, competitive and secured.

We've talked to our customers about the challenges they face, and we continue to hear customer needs. The message is clear. But so are the solutions: In the new hybrid work environment, businesses need to embrace secured cloud technology, integrated systems and applications, and digital automated workflows for a flexible and seamless user experience, delivered from anywhere.

This eBook explores the essential elements of the hybrid work model and breaks them down to four components: remote work, process automation, cloud & IT, and a smart and safe workplace. Armed with the right tools for remote work, your organization can focus on growth, gain competitive advantage, and successfully drive business forward to support a successful digital workplace transformation.

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

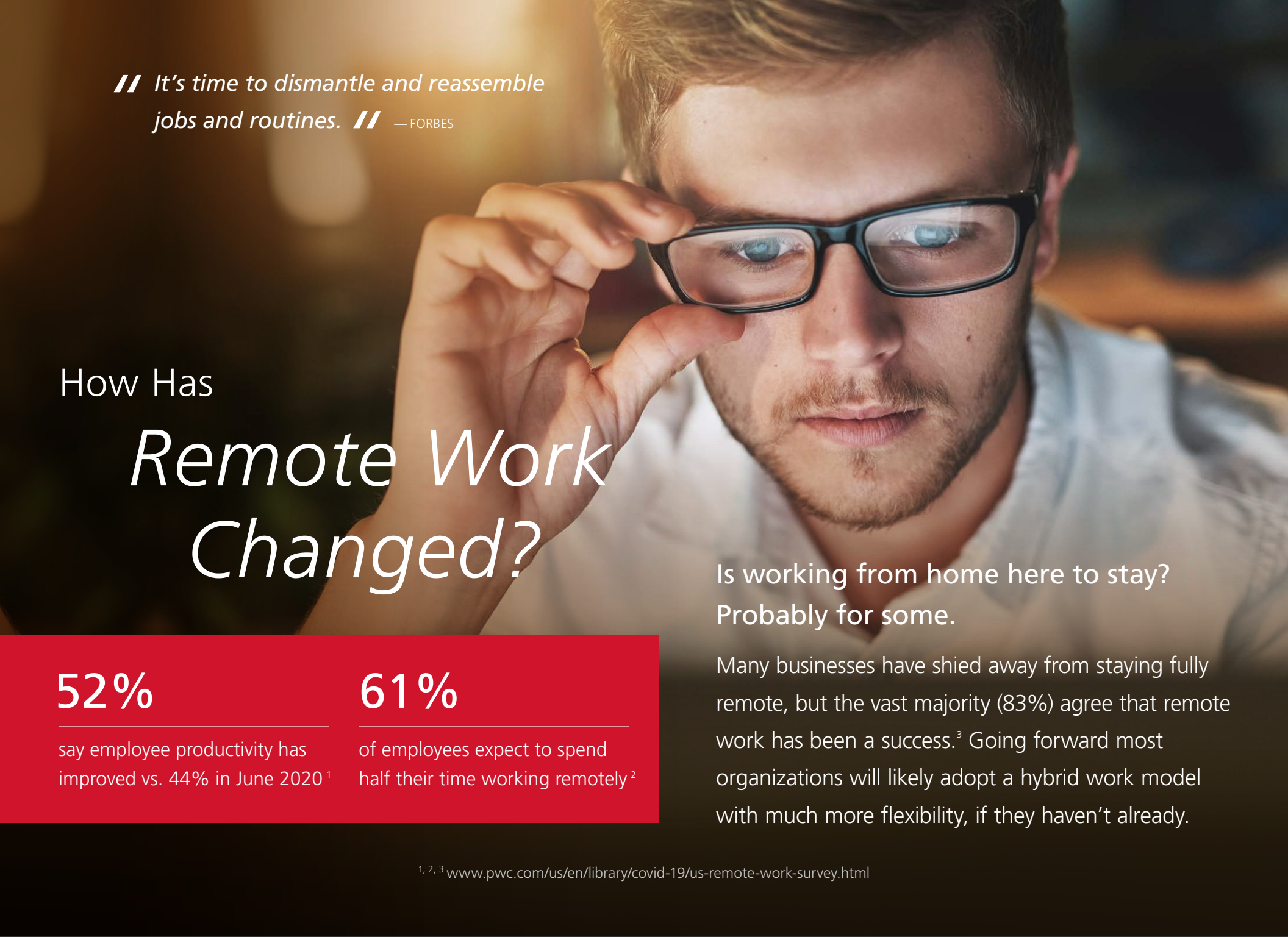
Remote Work

Keep your hybrid and remote workforce connected and productive from anywhere.

- Securely connect to critical information
- Maintain essential business processes
- Collaborate efficiently

RICOH
imagine. change.

Copyright © 2021 Ricoh USA, Inc. All rights reserved.



“It’s time to dismantle and reassemble jobs and routines.” — FORBES

How Has *Remote Work Changed?*

52%

say employee productivity has improved vs. 44% in June 2020 [1]

61%

of employees expect to spend half their time working remotely [2]

Is working from home here to stay? Probably for some.

Many businesses have shied away from staying fully remote, but the vast majority (83%) agree that remote work has been a success.[3] Going forward most organizations will likely adopt a hybrid work model with much more flexibility, if they haven’t already.

[1, 2, 3] www.pwc.com/us/en/library/covid-19/us-remote-work-survey.html

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Equipping Employees *For Success*

Hybrid and remote teams need to stay connected and productive, maintaining communication and collaboration, while keeping the business safe from cyber threats and data loss.

Cloud-based productivity apps are a good solution, enabling businesses to provide proven tools for remote teams, and control "where, when and who" connects to applications. They also make it easier to ensure secured and managed access to company data from any device, whether company issued or personal.

Key considerations for hybrid work

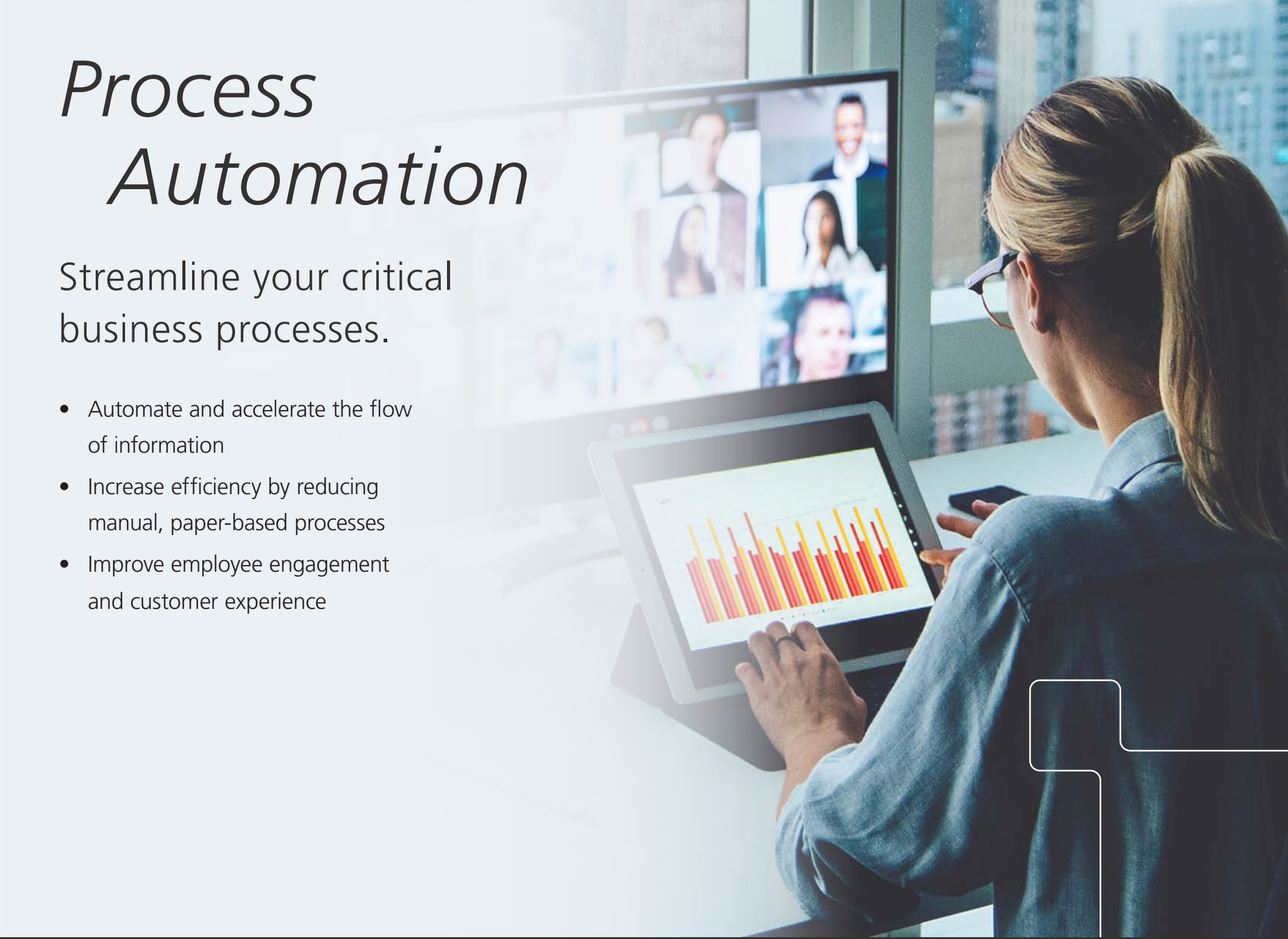
1. Use productivity and collaboration apps for videoconferencing, meetings and chat
2. Provide cloud storage for file access and sharing
3. Prioritize smart security practices like multi-factor authentication
4. Protect business and customer data with secured personal and company-owned devices

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Process Automation

Streamline your critical business processes.

- Automate and accelerate the flow of information
- Increase efficiency by reducing manual, paper-based processes
- Improve employee engagement and customer experience

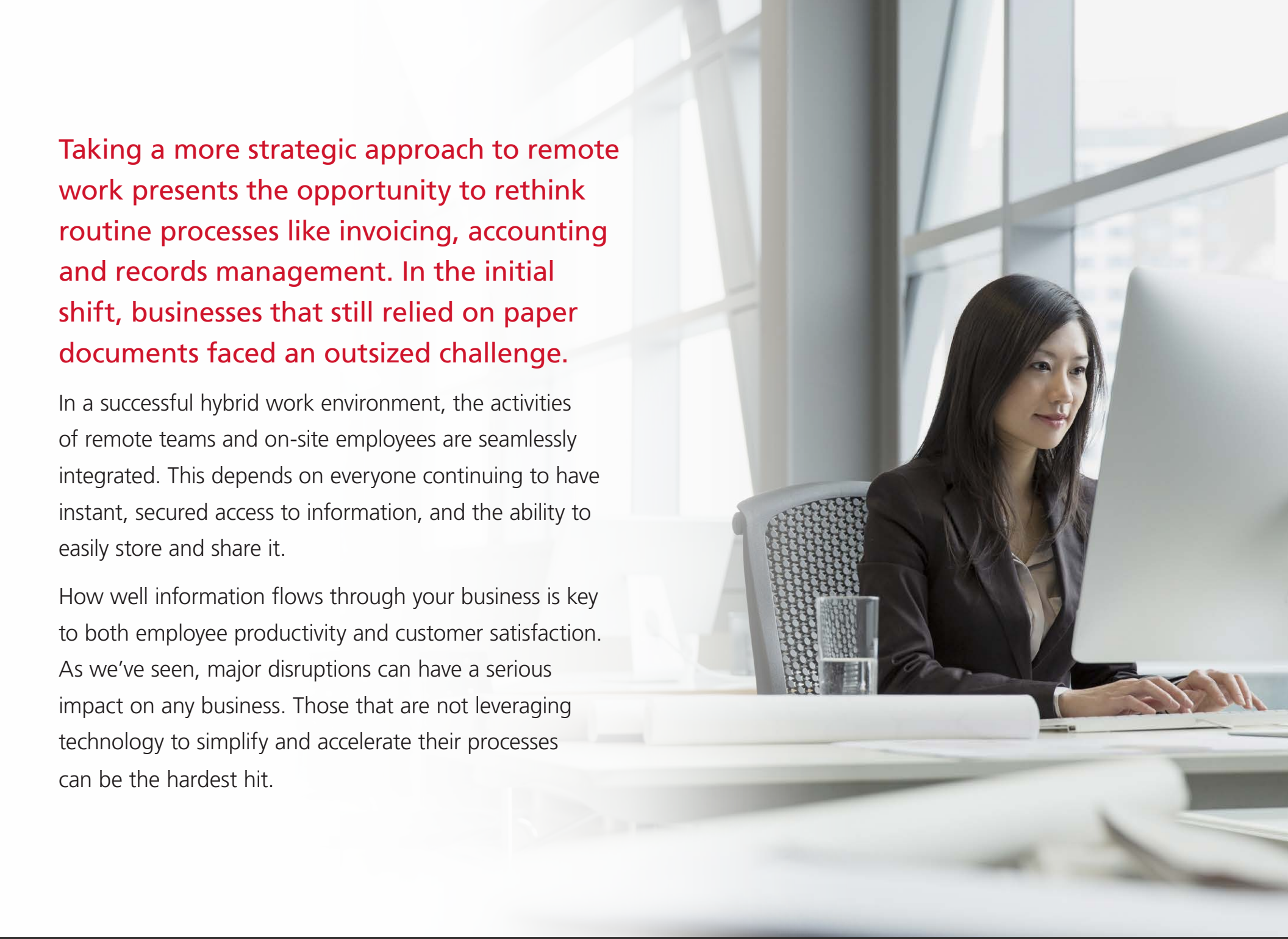


Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Taking a more strategic approach to remote work presents the opportunity to rethink routine processes like invoicing, accounting and records management. In the initial shift, businesses that still relied on paper documents faced an outsized challenge.

In a successful hybrid work environment, the activities of remote teams and on-site employees are seamlessly integrated. This depends on everyone continuing to have instant, secured access to information, and the ability to easily store and share it.

How well information flows through your business is key to both employee productivity and customer satisfaction. As we've seen, major disruptions can have a serious impact on any business. Those that are not leveraging technology to simplify and accelerate their processes can be the hardest hit.



Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Put Technology to *Work for Your Business*

Digitized documents and automated workflows form the foundation of the digital workplace. They enable remote teams to work efficiently, and optimize critical processes. Automating routine tasks accelerates them, frees your people to focus on more important matters like delivering a superior customer experience. In this way, tailoring your workflows to support remote teams enables your business to move forward with agility and renewed effectiveness.

Key benefits of process automation

1. Instant access to information for both on-site and remote teams
2. Accelerates routine processes and reduces errors
3. Centralized location to search, store and access documents
4. Easy to deploy and integrates with other business applications

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Cloud & IT Infrastructure

Increase agility, boost productivity and protect your data.

- Modernize your infrastructure
- Simplify IT management and business continuity
- Increase availability and remote access to information and applications

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

The overnight move to remote work was unprecedented, forcing businesses to abruptly change the way they operate. At the time, the immediate concern was merely to stay in operation. IT leaders did what they could to enable employees to work from home and provide some degree of business continuity. As organizations reassess their plans for a remote and hybrid workforce, the necessity of having an IT infrastructure that can endure is clear.

The goal should be simplicity and reliability. Forward-thinking organizations have accelerated the replacement of older technology and moved to cloud-based solutions to cost effectively transform their security and IT management. A phased approach to cloud migration is perfectly valid: Many businesses use a hybrid model as a bridge between on-premises and cloud environments.

Moving your office suite of solutions to the cloud is a great start to modernizing your apps and infrastructure, while adding more layers of security — an integral component of remote work policies amidst an uptick in cyber threats. Whether all systems are migrated at once or gradually, businesses benefit from reduced hardware costs and less maintenance, while making the organization more resilient.

The move to a digital workplace has increased cybersecurity concerns for small business owners, but according to the Cyber Readiness Institute (CRI), many still have not implemented remote work policies to address cybersecurity threats.

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Enhancing Business *Continuity*

Business continuity depends on implementing a business-wide plan to ensure critical business functions continue to be carried out reliably and securely in the event of a disruption. Cloud strategy is a big part of this plan. In a successful digital workplace, critical data and applications are backed up in the cloud, and can be quickly recovered. They also stay readily accessible to remote teams no matter what.

With cloud-based business continuity and disaster recovery solutions in place, organizations can run critical business applications from backup instances on virtual servers. This approach enables you to effectively "flip a switch" and keep business downtime to a minimum—which can mean the difference between being up and running in a matter of minutes and being frozen for days or even weeks.

Key benefits of a cloud-first IT infrastructure

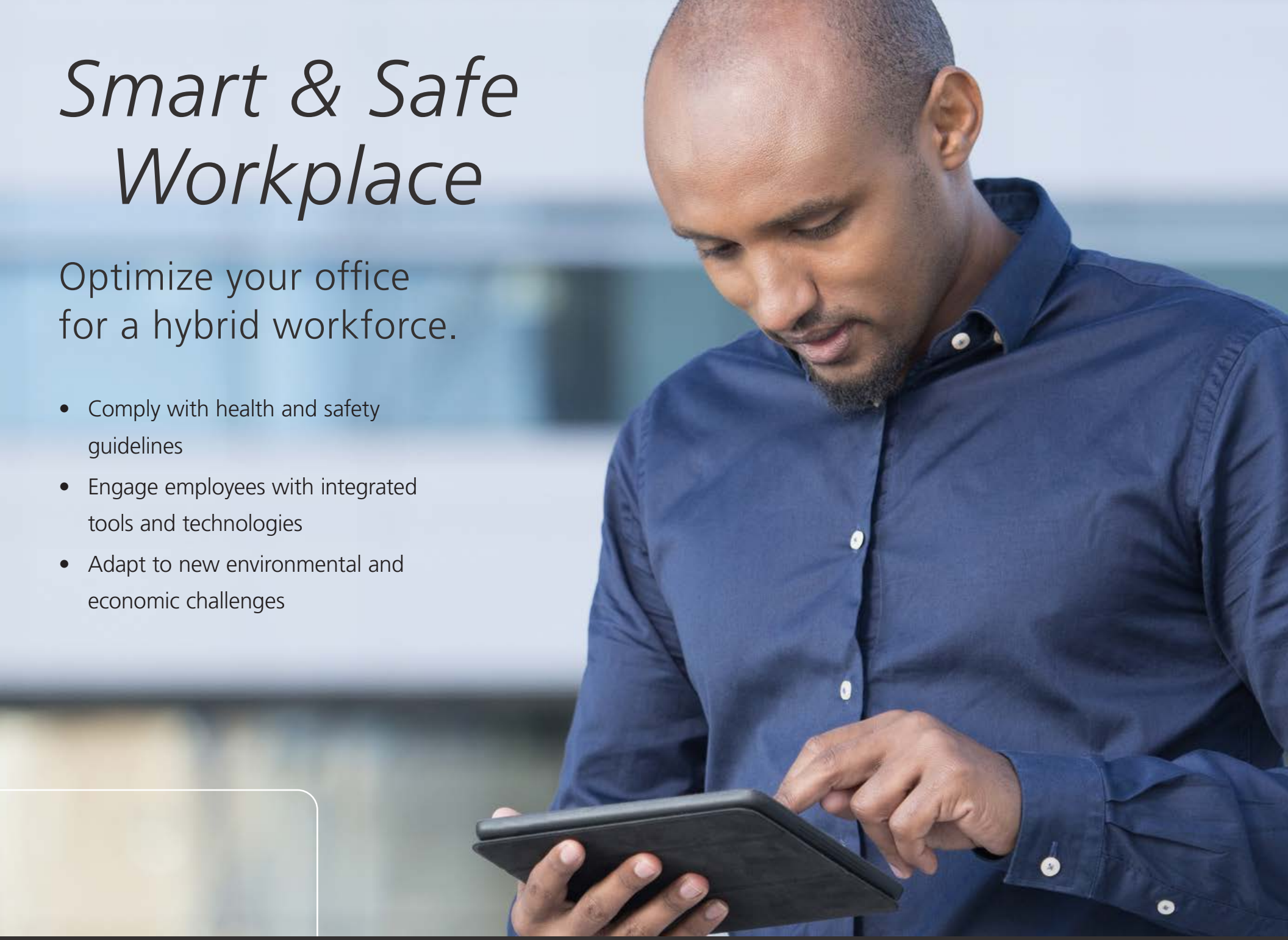
1. No upfront capital investment
2. Supports remote work and ongoing collaboration
3. Improves security and data protection
4. Increases scalability and business agility
5. Lessens the complexity of disaster recovery
6. Reduces carbon footprint

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

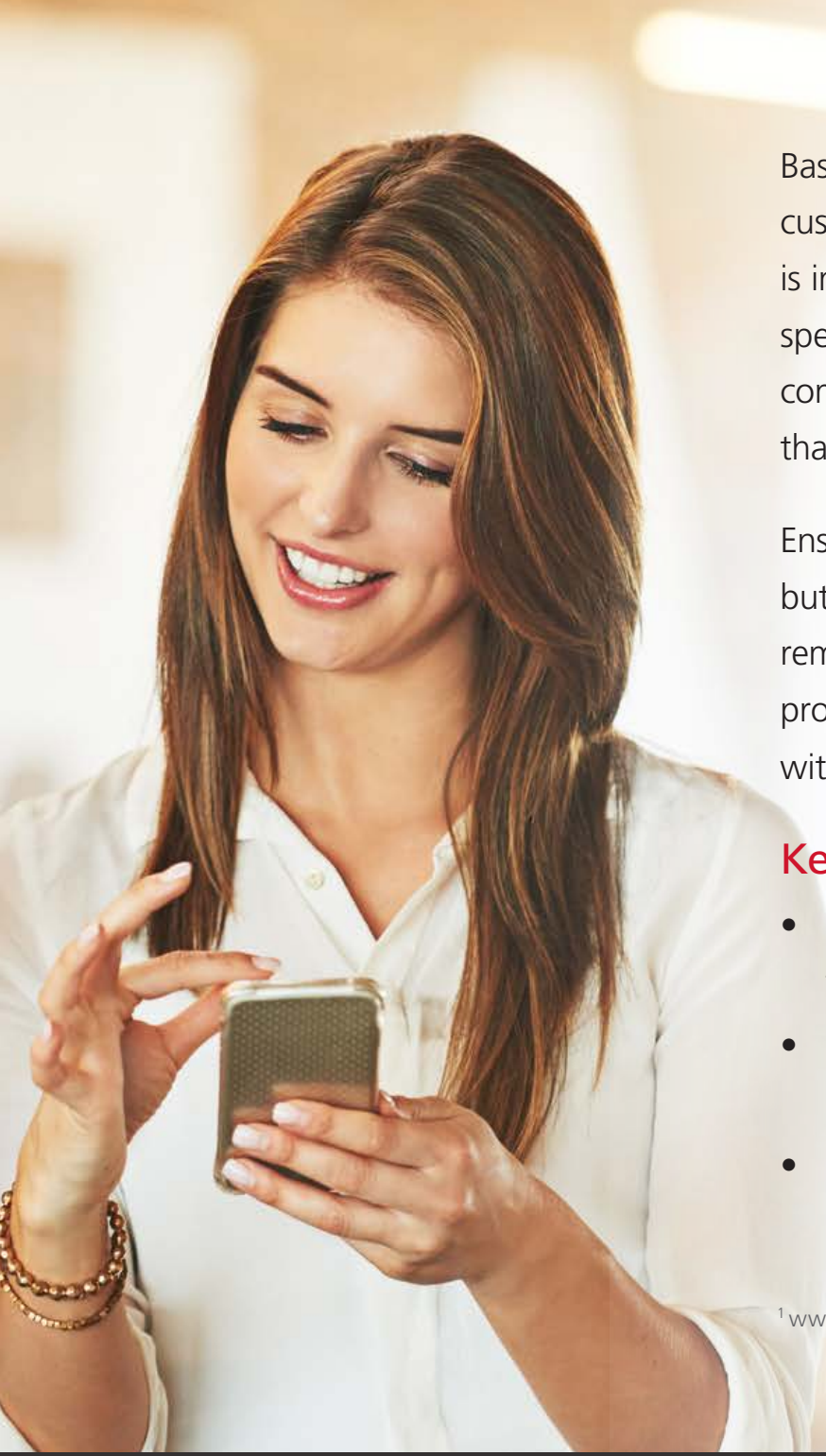
Smart & Safe Workplace

Optimize your office for a hybrid workforce.

- Comply with health and safety guidelines
- Engage employees with integrated tools and technologies
- Adapt to new environmental and economic challenges



Copyright © 2021 Ricoh USA, Inc. All rights reserved.



Based on current trends and the input we continue to gather from customers, the "new world of work" is hybrid. Within this environment, it is important to build employee confidence and keep business moving at full speed by creating a smart and safe workplace — that is, a digital workplace comprised of smart, agile workspaces with advanced digital technologies that support the well-being of onsite employees and visitors.

Ensuring the safety of employees who come into the office is a top priority, but it is also essential to carefully plan a smart integration of on-site and remote teams. In adapting to a hybrid workplace, employee satisfaction, productivity and retention can depend on providing a seamless experience with easy, secured access to information.

Key benefits of a remote and hybrid work policy

- Employee productivity increased as much as 87% while working from home[1]
- 70% of employees reported higher job satisfaction since the introduction of a work-from-home model[2]
- 83% of employees said they would opt for a hybrid work model if given the choice[3]

[1] www.greatplacetowork.com/resources/blog/remote-work-productivity-study-finds-surprising-reality-2-year-study

[2, 3] www.itproportal.com/news/remote-working-is-leading-to-higher-job-satisfaction-for-many

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

A Digital Workplace for a *Hybrid Workforce*

A workplace tailored to a hybrid work model supports the safety of onsite employees as well as the ongoing productivity and collaboration of a hybrid workforce with secured access to business-critical information from anywhere. Digital technologies can help by enabling businesses to:

- Automate document management and capture valuable data
- Manage and monitor who enters the building and streamline the process by automatically creating and storing screening records
- Use touchless controls and one-touch workflows that turn a multifunction printer (MFP) into an integrated communications hub

Adaptive work environments and seamlessly connected physical and digital workflows are hallmarks of a successful digital workplace transformation. Ricoh partners with businesses at every stage of this transformation to plan and strategize for their individual business needs with actionable steps to implement new technologies, and provide service and support.

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

Ricoh helps businesses connect their in-office, hybrid, and remote workforce, accelerate digital workplace transformation, and run more effectively, efficiently, and smartly.

Get started with Ricoh.

RICOH
imagine. change.

About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter.

We help businesses of any shape and size connect their workforce by enabling teams to work remotely and keep business running as normal, even at times of disruption. Ricoh's end-to-end remote working solutions can be deployed quickly, securely, and at a scale to meet your business needs.

With 85 years' experience developing the technology that shapes how people work, Ricoh is the ideal partner to support your business with remote working solutions. Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

Copyright © 2021 Ricoh USA, Inc. All rights reserved.

This document is for informational purposes only and this document and any related services or products described herein are not intended to provide any legal, regulatory, compliance, or other similar advice. You are solely responsible for ensuring your own compliance with all legal, regulatory, compliance, or other similar obligations. 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.

DIGITAL SOLUTIONS • PROFESSIONAL SERVICES • INFORMATION TECHNOLOGY

RICOH
imagine. change.