

## Customer Case

# Ricoh's unified communication system reduces travel time and expenditure

## Coor Service Management

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**Ricoh provides a managed video conferencing facility for Coor Service Management. Using virtual meeting rooms, employees can collaborate on projects with colleagues based at remote sites. Ricoh's Pay As You Go solution is 100% self-financing. Reductions in travel expenditure more than cover the costs of usage.**

## Remote Management

Coor Service Management is the leading service provider in the Nordics. The company provides a wide range of workplace, property and industrial services for corporate businesses and public organisations. Coor employs more than 7000 people, many of whom are based at customers' premises.

Managing a remote workforce can be a challenge. Maintaining regular face-to-face contact with staff is essential but travelling impacts on work time productivity and adds cost to the business. Keen to explore new ways of working, Coor was looking for a solution that would facilitate face-to-face communication without the need for travel.

## Room in a Box

Ricoh was already a supplier to Coor, providing managed print services for the company. Consulting with Coor about its wider communication needs, Ricoh proposed an innovative solution. Ricoh would provide a managed video conferencing facility that would improve intra office communication and reduce travel time and expenditure.

Ricoh's 'Room in a Box' is a virtual meeting facility which can be scaled to suit customers' operational needs. Eliminating the need for upfront investment, Ricoh provides the facility as a Pay As You Go service. It has transformed Coor's management processes. In 18 months, it has saved 325 days of travelling time and significantly reduced travel expenditure.



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## Objectives

- Manage remote workforce
- Improve intra office communication
- Increase work time productivity
- Reduce travel time and expenditure
- Enhance employee well-being

## Solution

- Consultative ICT support
- Virtual meeting facility
- 'Room in a Box' concept
- Fixed and portable solutions
- Transparent PAYG contract



*Video conferencing was a natural step for us. It has improved the life quality of our employees and is saving us money. With Ricoh, there was no upfront investment; we just pay for what we use."*

Mattias Wahlgren, IT Manager,  
Coor Service Management

## Virtual Meeting Facilities

Meeting rooms in Coor's Helsinki, Stockholm, Oslo and Copenhagen offices are equipped with static video conferencing facilities. A wall-mounted twin-screen display with integrated video camera provides the means for employees to interact via a live video link whilst sharing computer generated presentations, gantt charts and spreadsheets.

Regional offices are equipped with portable systems. Ricoh's P3000 'Unified Communication System' is little larger than a laptop computer and weighs just 1.6 kg. The unit opens to reveal an integrated video conferencing system complete with camera, microphone and speaker. The wireless technology connects seamlessly and can be used in virtually any meeting environment.

Employees who cannot access the static or portable video conferencing facilities may initiate or join a meeting using PC-based video conferencing software. The easy-to-use client application utilises the in-built web cam, microphone and speakers of the user's PC. A screen-in-screen facility allows users to see their colleagues and share content.

## Self-Financing Solution

All employees, no matter where they are based, can access the managed conferencing service. Using intuitive technology, they can initiate face-to-face meetings, join larger conferences and collaborate on projects. There is no need to travel to meetings. In the 18 months since the system was introduced, Coor has seen a 325-day reduction in travel time.

Ricoh helped Coor to drive the change in work practices by providing extensive hands-on training. Most meetings are now conducted using the virtual meeting rooms. Ricoh monitors the use of the system and provides additional user training, if required, to ensure that all employees are comfortable using the technology.

The solution has proved to be 100% self-financing. Eliminating the need for upfront investment, Ricoh provides managed video conferencing facilities under the terms of a simple and transparent Pay As You Go contract. A substantial reduction in travel expenditure, enjoyed by the company, more than covers the cost of usage.

## Results

- Managed virtual facility
- One-to-one meetings
- Multi-person conferences
- Easy-to-use technology
- Share content and collaborate

## Benefits

- Link remote offices and sites
- Increase contact with employees
- 325-day reduction in travel
- Substantial reduction in travel expenditure
- No upfront investment costs

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