

# Unlock the potential of your workforce with seamless collaboration experiences

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Drive productivity and employee  
satisfaction while keeping them  
connected — from anywhere.

**RICOH**

A woman with voluminous, curly, light-brown hair is smiling broadly while looking at a tablet computer. She is wearing a black turtleneck sweater and a grey and black patterned skirt. The background is a bright, modern office space with a white wall, a framed abstract painting, and a shelf with decorative items. The image is overlaid with decorative curved lines in pink and yellow at the bottom.

# Building a digital-forward workplace is more important than ever

Hybrid work is here to stay. In fact, 62% of Canadian employers use a hybrid work model,<sup>1</sup> and 65% of Canadian office workers prefer hybrid work arrangements. Flexible work environments play a pivotal role in talent retention and acquisition, with over 40% of office workers saying they would look for a new job if their current employer mandated returning to the office full-time.<sup>2</sup>

In today's world, building a digital-forward workplace is no longer optional — it's critical to driving sustainable business growth. But workplace technology must align with employee and operational needs — not only to support hybrid work, but to empower employees with the tools required to foster collaboration, drive engagement, encourage innovation, and increase productivity.

In this eBook, we'll explore key considerations for businesses working to build a seamless hybrid work environment.

Having the right workplace technology empowers your employees to communicate, collaborate, connect, and stay productive.

<sup>1</sup>Benefits Canada. 62% of Canadian employers using hybrid working model: survey. January 30, 2023.

<sup>2</sup>IT World Canada. All Hands on Tech – Security in the Hybrid Office. February 2, 2023.



# Successful remote communication and collaboration isn't about having more digital tools — it's about having the *right* ones.

Effective communication and collaboration in a virtual setting can be challenging for any organization, as hybrid or flexible work can look different for every business — depending on size, industry, customer requirements, and operational needs. Creating the right mix of solutions for your organization is crucial to success and requires a customized and focused approach.

## Video conferencing tools need to support remote collaboration and foster creativity

Recent research found that 68% of employees agree that “achieving digital equality for virtual and in-room participants” is vital to ensuring effective collaboration.<sup>3</sup>

On a video call, the human brain works harder to interpret non-verbal cues like body language and tone of voice. It is also scientifically proven that it's harder to focus and give attention during a standard video conference vs. in-person meetings.

To foster engaging and collaborative virtual meetings among employees and customers, you need video conferencing technology that allows individuals to communicate their ideas effectively and nurtures creativity in a remote setting.

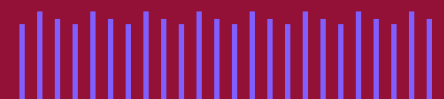
## Choosing the right solutions for your business requires a custom approach

With the accelerated pace of digitization, organizations either already have in place or are adopting tools and technologies to support hybrid work. However, not all digital solutions are created equal. Some may be overly complex, disparate from other systems and lack the seamless user experience your workforce needs — significantly impacting employee productivity, morale, and engagement.

A study by KPMG in Canada found that 81% of employees expressed concern that their companies aren't ready or are not equipped to successfully manage hybrid work models.<sup>4</sup> To combat those concerns, organizations should carefully evaluate and refine their digital strategies, considering their unique operational demands and employee expectations.

<sup>3</sup>Condeco. Report: 85% of employees want a hybrid work model. April 14, 2022.

<sup>4</sup>Benefits Canada. Majority of Canadians questioning employers' ability to handle hybrid work model. May 28, 2021.



The solution to effective remote communication and collaboration is selecting the right tools and technology to meet the evolving needs of your employees and customers.

**Key drivers for long-term success in hybrid or flexible work:**

- ✓ Prioritize understanding workforce needs, seek feedback, and invest in effective solutions to enhance work experience and achieve organizational goals
- ✓ Adopt integrated solutions that focus on driving engagement and collaboration
- ✓ Leverage simplified technology that optimizes productivity, enabling employees to do more with less
- ✓ Use virtual meeting technology that brings people closer together and enables seamless knowledge-sharing



# Redefine your workspace

The shift from traditional workplaces to flexible workspaces has shown business leaders what their employees can do outside the office — and it's a lot.

Despite the initial challenges and adjustment period, 76.5% of managers found that remote and flexible working generally increased productivity, and 62.8% agreed that it increased employee motivation.<sup>5</sup> Many employees, especially younger generations, prefer and expect remote or hybrid working environments that foster a mix of in-office, remote, nomadic, and untethered (desk-hopping) working arrangements.<sup>6</sup>

As companies plan for the future, the idea of traditional office spaces may be redefined to flexible on-site workspaces that can be used for many different purposes and re-configured as required. Many companies have reduced their real estate footprint or created smaller satellite spaces that teams use on an as-needed or rotational basis. These spaces can be equipped with smart technology that supports hybrid work, such as Interactive Whiteboards or Microsoft Teams Rooms, enabling employees to seamlessly connect, collaborate, and bring creativity to meetings and presentations from anywhere.

## 5 questions to ask when evaluating your workspace needs

01

Is your infrastructure resilient enough to support current and future tools required for in-office, remote and hybrid work?

02

Do your employees have access to the right technology?

03

What level of proficiency do your employees have in virtual collaboration tools?

04

How much ongoing training and knowledge-sharing is IT required to provide and support?

05

Do you have the proper governance and policy controls in place to ensure data security?

<sup>5</sup>Fortune. The key to hybrid work productivity? Getting the ROI of your commute right. February 8, 2023.

<sup>6</sup>Forbes. The Future Of Work Is Hybrid, Human And Here To Stay. January 26, 2023.

# Integrated collaboration is key to creating workplace harmony

Many Canadian businesses already recognize the value of investing in workplace collaboration solutions. While there have been some noted gains in productivity from working remotely, the real insight is that 2 in 5 workers struggle to stay “in the loop” on projects, and 50% report challenging or “awful” digital connections with coworkers.<sup>7</sup> In another report, 50% of workers feel that facing connectivity issues regularly is career-limiting.<sup>8</sup>

Organizations have a significant opportunity to mitigate remote collaboration and communication challenges within their workforce. Business leaders need to work with their IT leadership to develop a more holistic digital transformation strategy for their organization — one that is secure, flexible, and scalable to meet evolving employee needs.

Ricoh can support your digital transformation journey with scalable, affordable, and secure solutions that can be tailored to your organization's size, budget, and objectives.

<sup>7</sup>Angus Reid Institute. Back to work(place): As employers beckon, telecommuters grow more entrenched at home. March 23, 2022.

<sup>8</sup>Cisco. Employees are ready for hybrid work, are you? 2022.



# Keep your organization connected from anywhere with Ricoh's Workplace Services

The way we work has changed. Organizations like yours need to make ongoing progress in empowering your workforce with technology and services that maximize office space use and promote productive collaboration. This is where Ricoh can help.

## Communication and collaboration services

Empower teamwork and simplify collaboration.

## Video conferencing and messaging services

Seamlessly connect your employees and enhance meeting productivity.

## Meeting room services

Maximize meeting room spaces in a cost-effective way.

## AV services

Custom AV services and solutions to meet your organization's communication and meeting room needs.

## Facilities management services

Leverage our team of workplace experts to help you design, implement, and manage your workspace.

# RICOH Interactive Whiteboards

## Improve collaboration experiences for next-generation meetings

Whether at the office, on the go, or from home, RICOH Interactive Whiteboards make joining and contributing to meetings and brainstorming sessions easy. Our Interactive Whiteboards are scalable to meet small, medium, and large meeting room requirements. These versatile boards are available in 55", 65", 75", and 86" — perfect for home-based presentations, huddle spaces, larger meeting spaces and more.



### A one-stop collaboration hub

Ricoh's Interactive Whiteboards are an integrated all-in-one solution with a high-resolution screen, built-in speakers, and microphone.

### Engage easily with remote sites

Enable people working at different locations to communicate and collaborate as though they are in the same meeting room.

### Set up and go

Employees can easily engage with our simple, intuitive technology. Ricoh's Interactive Whiteboards are easy to set up and use. Simply connect to a PC, tablet, or smartphone and start working!



# Microsoft Teams Rooms

## Connect people across the hybrid or flexible workplace

Microsoft Teams Rooms, a hybrid video and collaboration solution, enable secure, productive, and collaborative meetings from anywhere. Bridge the gap between people working remotely and those in the office with a meeting room solution that allows everyone to be seen, heard, and fully participate from anywhere.



### Enhance team productivity and culture

Connect teams across departments and locations with high-quality audio and video to support day-to-day workflows, quarterly reviews, and strategic planning sessions.



### Elevate customer experience

Improve customer satisfaction and loyalty by offering convenient customer experiences and high-touch services — virtually and in real-time.



### Get ease of use and peace of mind

Confidently join meetings from any device, present content, and share screen, knowing that you are protected by enterprise-grade security.

### Microsoft Teams Rooms provide:

- HD video quality and inclusive video layouts
- Crisp audio and clear voice pickup
- Complete control for in-room participants with touchscreen consoles within an arm's reach
- Live captions, screen sharing, co-authoring and Microsoft Whiteboard
- Enterprise-grade security right out of the box across devices, software and cloud



# Reimagine the future of work with Ricoh

While workplace innovation has been happening for decades, never has it been at the speed and scale we have seen in recent years. As hybrid and flexible workplaces pave the way for the future, Ricoh can support your journey with solutions to help you redefine work.

No matter what your challenges may be — from identifying which technologies will drive collaboration to creating frictionless, flexible office spaces — we have the solutions and expertise to help you achieve your goals.

Learn more about Ricoh's Workplace Services [here](#) or [book a demo](#) with one of our experts today.

## Ricoh, a trusted partner

At Ricoh, we're empowering our customers to respond to our changing world with actionable insights. We believe having access to the right information translates to better business agility, more human experiences, and the ability to thrive in today's age of hybrid and borderless work. Through our people, experience, and solutions, we create competitive advantage every day for over 1.4 million businesses around the globe. To us, there's no such thing as too much information.



**RICOH**  
imagine. change.

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