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DHL and Ricoh increase control, accountability and efficiency for business-critical handheld scanners

DHL

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- Manages 230+ scanners and other devices with 24/7 secure self-service access and charging
- 20% saving on repair costs, and 10% reduction on need to invest in new assets
- 12.5 days saved for shift managers through automated ServiceNow ticket creation

COMPANY & CHALLENGE

DHL Supply Chain partners with Ricoh Europe Supply Chain Management (SCM) to process incoming orders and dispatch products to Ricoh customers across the EMEA region. Together, they operate the European Distribution Centre (EDC) site at Bergen op Zoom in the Netherlands, where integrated DHL Supply Chain and Ricoh Europe SCM teams are responsible for managing high-volume logistics, pick-and-pack, and inventory management activities.

The site depends on handheld scanners, tablets and supporting devices to keep operations moving. Any lack of visibility, damage, missing equipment or manual handover delays can directly affect shift starts, device availability, and order fulfilment efficiency.

Before the Smart Locker implementation, devices were collected manually, used during a shift and returned to storage cabinets. Although this was simple, it limited effective asset management. There was no real-time view of who had used which scanner, whether assets were available, damaged or overdue, or whether recurring faults were linked to specific devices or usage patterns.



Damaged or faulty devices could be placed back into circulation, causing employees on the next shift to lose time looking for working replacements. In some cases, damaged or missing assets only became visible after multiple incidents, which made it difficult for supervisors and IT to intervene early. Shift managers also had to raise support tickets by phone or email, adding unnecessary administration to already busy operational roles.

Pieter-Jelle van Dijk, Director Operations, Ricoh Europe SCM, explains: "As part of a move to streamline and optimise operations in the EDC, we decided to re-think the storage, distribution, and lifecycle management of our scanners. We saw that better governance and asset management, combined with a clearer picture of device usage, collections and returns, damage, and maintenance requirements, would ultimately contribute to more efficient order fulfilment for our clients."

SOLUTION

Ricoh Europe SCM replaced basic storage cabinets with RICOH Smart Locker cabinets and integrated asset management software. Employees now authenticate using their site access card, collect the correct device from a secure locker and return it at the end of their shift using a controlled check-in process.

> "With the RICOH Smart Lockers, we can trace and securely store our scanners, saving valuable time and improving operational efficiency."
>
> THOMAS MAAS
> GENERAL MANAGER
> DHL SUPPLY CHAIN

> "With the Smart Lockers, we can identify devices with recurring defects and those have been used for thousands of hours and carry a higher risk of developing faults. We can use this information to make smart, informed decisions on when to replace devices rather than spending time and money on repairs."
>
> PIETER-JELLE VAN DIJK
> DIRECTOR OPERATIONS, RICOH EUROPE SCM

On return, employees can easily key in defects or physical damage. When a fault is reported, the system automatically sends information to ServiceNow and a ticket is automatically created. The software records collections, returns, usage hours, device conditions, overdue assets and recurring faults.

The solution also supports rule-based device allocation, so users can be assigned the right combination of assets for their role or department. For example, rules can define whether a user needs a scanner, a tablet, or a combination of scanner plus tablet. Access can be managed by user, department or group, and can be revoked when required.

BENEFITS

With the RICOH Smart Lockers, scanners and tablets are now stored securely and charged between shifts, keeping them available, protected, and ready for use when employees need them. The controlled check-in process also improves governance, with full oversight over devices and stronger visibility into actual usage levels, asset condition, departmental demand, and user assignment.

The new storage and distribution process has helped to improve efficiency at the start of shifts. Rather than waiting for managers to manually hand out devices, employees simply collect directly them from a locker and start work. Conversely, at the end of shifts, employees can leave sooner, dropping off devices at the lockers, rather than waiting to hand them back to a manager. For shift managers, the Smart Lockers reduce workloads and save time. As support tickers are now automatically raised in ServiceNow, managers no locker have to manually log issues and incidents via phone or email, saving 12.5 days over the course of a year.

Having every collection and return linked to individual employees has helped to encourage more careful usage, leading to reduced device loss and damage rates and a 20% cost saving on repairs and damage. Furthermore, with faults and recurring defects now quickly identified through data-driven reports, the EDC can take a more proactive approach to maintenance, leading to improved device performance, reduced downtime, lower service costs, longer asset life, and fewer disruptions for users. And by optimising the existing device pool, the EDC has reduced the need to invest in additional assets by 10%.

OPERATIONAL IMPACT

The RICOH Smart Locker Solution has changed scanner management from a manual, reactive process into a controlled and data-driven workflow. Supervisors can now see which assets are in use, which devices are overdue, which departments use which equipment and where damage is occurring. This creates better insight into both the type of assets needed and the way assets are actually used on the warehouse floor.

The data collected through the Smart Lockers also enables more effective scanner lifecycle management.



Pieter-Jelle van Dijk explains: "With the Smart Lockers, we can identify devices with recurring defects and those have been used for thousands of hours and carry a higher risk of developing faults. We can then use this information to make smart, informed decisions on when to replace devices rather than spending time and money on repairs."

For employees, the process is simpler and faster. Instead of waiting for a manager to hand over a device, they can go directly to a locker, authenticate with their pass and collect the equipment assigned to their role.

Meanwhile, for managers, the automatic ServiceNow integration removes manual ticket creation and gives IT more accurate asset information. IT now receives structured data on device ownership, usage and incident history.

The solution also improves control at user and department level. Access rights can be managed centrally, restricted when needed, and aligned with rule-based device allocation. This makes it possible to provide only the required device mix per user group; for example a tablet for supervisors or a scanner / tablet combination for operational users, while keeping devices secure and charged in the locker.

RESULTS SUMMARY

- More than 230 scanners and related devices managed through a controlled locker workflow.
- 10% saving on new asset investment through improved utilisation and targeted device allocation.
- Approximately 10 minutes saved for managers per damaged device incident through automated ServiceNow ticket creation.
- Full traceability of collections, returns, overdue assets and last known users.
- 20% saving on damages, recurring faults, usage hours and device lifecycle requirements.
- More efficient shift starts because employees collect devices directly from lockers.
- Improved compliance and audit readiness through real usage data and badge-based accountability.
- Secure storage and charging of devices between shifts.



Using RICOH Smart Lockers, Ricoh Europe SCM and DHL Supply Chain have moved from basic scanner storage to a secure, traceable and automated asset management process. The solution improves employee efficiency, reduces manager administration, supports better IT and ServiceNow workflows, lowers damage and loss risk, and gives the organisation the usage data needed to optimise future investment in scanners, tablets and other business-critical devices.

Thomas Maas, General Manager, DHL Supply Chain at the EDC site at Bergen Op Zoom concludes: "Using RICOH Smart Lockers for asset management, we have found a solid and clean solution for our scanner storage. With the RICOH Smart Lockers, we can trace and securely store our scanners, saving valuable time and improving operational efficiency."

ABOUT RICOH

Ricoh is a global integrator in workplace transformation, operating in approximately 200 countries and regions and headquartered in Tokyo. Supporting customers' value creation, Ricoh offers workplace services and solutions that empower organizations to work smarter through advanced technologies—including AI—together with long-standing expertise rooted in printing. Ricoh also operates commercial and industrial printing businesses and delivers new solutions leveraging inkjet technology. In the financial year ended March 2026, Ricoh Group had worldwide sales of 2,608 billion yen (approx. 16.4 billion USD). For 90 years since our founding, Ricoh has upheld its mission and vision of empowering individuals to find Fulfillment through Work—and that commitment continues today. By understanding and transforming how people work, we unleash their potential and creativity to realize a sustainable future. For further information, please visit www.ricoh.com

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