

Case Study

JLL
Real estate services
Workplace & Managed Services

JLL and Ricoh celebrate 10-year workplace innovation and transformation partnership



Ricoh's 10-year partnership with JLL has already seen significant improvements in business service and process efficiency. More recently the partnership has focused on

the importance of people, workspace, process and technology which is now delivering better employee engagement, productivity and more operational efficiency.

Executive summary

Name: JLL
Location: London and Chicago
Size: 85,000 staff
Activity: Real estate services

Challenges

- Rapid business and international expansion
- Bridging business productivity gap

Solution

- Ricoh Business Process & Workplace Services

Benefits

- Helps improve employee engagement, productivity, value
- Increases quality of service through committed, permanent staff
- Automation drives up efficiency, removes mundane manual processes
- Builds foundation for developing smart building environment
- Sets direction for effective business intelligence strategy

Challenges

JLL is a global professional services and investment management company specialising in real estate. It is headquartered in Chicago but has three sub-headquarters in Singapore for Asia Pacific; Moscow for Russia and the CIS region; and London covering Europe, the Middle East and Africa. It has 85,000 staff in more than 1,000 locations across 70 countries and it is the second largest publicly traded commercial real estate brokerage firm in the world.

JLL has experienced significant growth and expansion in business size and activity, real estate and people. But like many businesses, one of the key challenges has been maintaining and driving up productivity.

To achieve this, JLL formed a partnership with Ricoh to look, initially, at how the business could transform its workplace environment from a traditional, separate office-based environment to one that is more open, encourages greater collaboration and innovation. More recently, one of the critical elements has been enhancing the approach to workplace transformation, based on Ricoh's four pillars of change - empowering people, optimising the workspace, streamlining processes and simplifying technology.

At the heart of this approach has been the way Ricoh has helped JLL understand people, the challenges they face and how the environment, processes and technology can unlock employee productivity.

This is aligned to JLL's vision as its UK CEO, Chris Ireland, says, "Our clients and people are at the core of everything we do. We bring the best and brightest diverse minds together with the latest insights, research and technology to create sustainable spaces, buildings and cities that benefit all our futures and achieve clients' ambitions."



Solution

So far, Ricoh has provided a range of managed services for JLL including the first Ricoh Service Bar for facilities management, production print and mailroom services. JLL also replaced all its office and reprographics print equipment with Ricoh technology. Now, Ricoh and JLL have evolved the partnership to focus on Ricoh's concept of 'the economy of people' and extend Ricoh Workplace Services around employee engagement, workplace automation and technology innovation.

Ricoh's approach to employee engagement at JLL sits alongside the Ricoh Service Excellence methodology. If people feel supported, happy and committed to their jobs, they are better able to provide a high-level service to customers.

At JLL, Ricoh has implemented several employee-focused initiatives. These include an apprentice – fully funded by Ricoh - working at JLL who is now a full-time Ricoh employee. Ricoh has also taken on several staff either directly or using its extensive TUPE expertise. Ricoh also regularly surveys the Ricoh team, and JLL to assess customer service performance, but also staff satisfaction.

One of the key automation solutions that Ricoh has deployed at JLL is Ricoh TRAC, a modular suite of facility management applications that acts as a central hub for all Ricoh services.

Ricoh has enhanced its 'Meeting Room as a Service' by bar coding all meeting room facilities and using TRAC and iPads to automate inventory and fault reporting. Faults are now sent automatically to the appropriate 3rd-party supplier to resolve. Ricoh has also taken over supply and support of the Condeco screens in meeting rooms.

Ricoh Service Bars - which deliver multiple mail, courier, FM, print and stationery services into the heart of JLL's work environment - have been increased from one in London to two more in London and three others at different office locations. As part of JLL's vision to develop a smart building environment, Ricoh deployed its Smart Locker technology for managing accountable mail, inventory and personal storage.

Ricoh has also deployed the latest version of the print management and secure-release software Equitrac V5. This supports mobile printing which has been extended to all office locations and includes mobile printing for visitors. JLL is also using the Ricoh Balanced Score Card methodology which is an audit and report that identifies people, process, technology and property enablers and blockers to workplace efficiency.

Another indication of the depth of partnership between JLL and Ricoh is participation in cultural and teambuilding events including the JLL Property Triathlon, Diversity Week, and introducing Ricoh's 'garden in the office' concept into JLL workspaces. Darren Battle, Head of UK Operations has also

continued overleaf

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participated in the Future of Work course at Oxford University with other corporate clients to look at how the workplace is changing and how Ricoh services and solutions can help businesses take advantage of workplace change.

Benefits

Ricoh's partnership and collaboration with JLL has already delivered significant workplace change and improvement for JLL and has laid the foundation for further development in the future.

Darren Battle says, "It has been a long journey with Ricoh over the 10 years or so during which time Ricoh has provided tremendous support for JLL. We have worked together – intensely in some cases – across all levels in Europe and the UK and done several innovations in the workplace. It is all about the people you work with and the workspace you are in and certainly the future of that workspace is in good hands under the Ricoh banner."

Ricoh initiatives around support for employees on-site at JLL not only benefit the individuals, they also help to deliver a better service to JLL. Through Ricoh on-boarding and TUPE, JLL benefits from Ricoh's aim to offer its customers permanent, full-time Ricoh employees instead of outsourcing to a third-party. This improves business continuity and helps instil greater commitment and ownership among employees. Regular staff surveys ensure a continued high-level of performance. The Ricoh apprenticeship scheme at JLL has been so successful that Ricoh is now offering it as a discrete service to other customers.

Ricoh technology solutions like TRAC are reducing many repetitive and mundane manual tasks and freeing up staff to focus on more productive, value-add and interesting functions. As a result staff and services at JLL are more productive and efficient without having to increase staff numbers. For example, faulty equipment in a meeting room or around an office that used to be recorded as handwritten notes are now recorded on iPads by Ricoh floor walkers into TRAC and automatically sent to the appropriate resolver team. Ricoh is now handling around 900 requests a month without increasing staff numbers. TRAC also gathers information on all services and FM operations to monitor performance, spot fault trends and control stock efficiently.

Ricoh Smart Lockers are improving and streamlining mailroom services by ensuring items get to individuals quickly and securely. They are removing the needs to store and re-deliver items manually. They also improve inventory management. A loan laptop, for example, can be put in a locker ready for when a visitor arrives at a JLL building and then returned to the locker securely at the end of the day.

The Smart Lockers also act as day lockers for individual staff or visitors. Since lockers are networked and electronically controlled via TRAC they can be allocated in advance, using monitored and allocated electronic lock codes. It avoids people hunting for a spare locker or opening a locker only to find it is already being used.

The facilities and services that Ricoh has implemented are key to helping JLL develop a Smart Building strategy. JLL is planning to merge two of its London locations into a single office where automating and streamlining facilities and processes will be key to maximising real-estate space while still providing staff with an innovative and efficient workplace. For example, Smart Lockers can be extended to manage other workplace facilities such as dispensing and controlling stationery and marketing collateral supply.

Ricoh has started to collaborate with JLL on developing and improving its Business Intelligence strategy. This is likely to incorporate the Hummingbird big data analysis and data intelligence solution and the Ricoh Spark platform. Spark is a fast deploy, out-of-the-box application using Microsoft BI technology to corral and harness JLL data, create a 'single source of truth' and present meaningful information simply and quickly to make accurate and informed business decisions.

Ricoh Solution/Products

- Employee Engagement: Ricoh apprenticeship, TUPE and on-boarding
- Technology innovation: TRAC & iPad asset tracking, Smart Lockers, Condeco screens
- Ricoh Balanced Score Card
- Meeting Room as a Service
- Ricoh Service Bars
- Ricoh's Spark platform

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Darren Battle, Head of UK Operations, JLL



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