

Empower Your Dynamic Workforce to Thrive in the New World of Work.

Connect people to information, technology and each other. So they can innovate, communicate and collaborate to drive growth.



**Redefine work.
Change. For better.**

#RicoChangeMakers

RICOH
imagine. change.

The New World of Work



The way we work has changed, with businesses finding themselves in a rushed transition to digital work styles. As restrictions ease, these businesses will face new challenges in supporting their employees' transition back to the workplace.

Ricoh North America recently reached out to over 600 of our customers to understand the primary challenges they face as they transition from shelter-in-place mandates. While these companies varied, the survey revealed four key areas of shared concern.

This eBook explores these concerns and provides recommendations for keeping your employees safe, connected and engaged, wherever they work.

“As we move from reeling to reflecting on the disruption, we’ve seen...there are numerous questions being asked in boardrooms, on earnings calls, in the media, and in government. The answer to all those questions is digital transformation.”¹

¹ <https://www.forbes.com/sites/daveevans/2020/05/19/post-covid-19-the-answer-is-digital-transformation-now-whats-the-question>



Remote Working

Remaining connected and productive from anywhere.

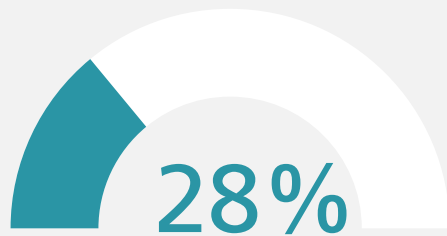
- Securely connect to critical information
- Maintain essential business processes
- Collaborate efficiently



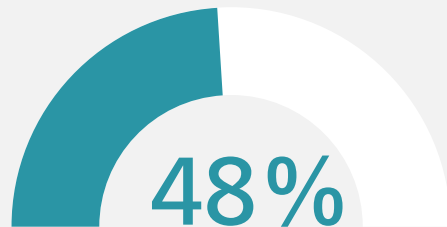
Remote working

How has remote work changed?

Of the Ricoh customers surveyed:



had a remote work policy in place pre-COVID



believe remote work will continue after stay-at-home orders are lifted

Will working from home become the new normal? Possibly for some.

Remote working looks different for every business based on location, local requirements and industry. However, according to our survey most organizations will adopt or have already adopted a hybrid environment, which combines office and home time on either a scheduled or flexible basis.

Remote Working: solely home office.

Hybrid Workforce: home office and limited time in the main office.

“Providing workplace flexibility boosts your bottom line.” - Forbes

Remote working

Equipping employees for success

Today's environment is challenging. Employees need to stay connected and productive in a distributed world while keeping the business safe from cyber threats and data loss.

Fortunately, with cloud-based productivity applications businesses can not only provide the tools their employees need to get work done and collaborate, but they can control "where, when, and who" connects to applications. Plus, admins can ensure secured and managed device access to company data, regardless if they are company-issued or personal.

Key considerations for hybrid work environments

1. Use productivity and collaboration apps for video conferencing, meetings and chat
2. Provide cloud storage for file access and sharing
3. Prioritize modern security practices like multi-factor authentication to protect against lost or stolen passwords
4. Secured personal and company owned devices to protect confidential business and customer data





Process Automation

Maintain and enhance critical business processes.

- Automate and accelerate the flow of essential information
- Reduce manual, error-prone processes
- Increase efficiency, employee engagement and customer satisfaction



Process Automation



In a remote work environment, maintaining common business processes like invoicing, accounting and records management can be a challenge for businesses relying on paper documents and for workers used to managing files locally on their desktops.

As employees begin their transition back into the workplace, it is even more important that they continue to have instant, secured access to the information they need and the ability to easily store and share it.

How well information moves through your business is a key component of both employee productivity and customer satisfaction. While major disruptions can have a serious impact on all businesses, those that are not leveraging technology to simplify and accelerate common business processes may have the hardest time recovering.

Process Automation

Digitizing documents and automating workflows enables your employees to work efficiently wherever they are, ensuring key processes continue running smoothly despite a changing work environment. Automating repetitive tasks accelerates tedious processes and allows your employees to focus on more important tasks like serving customers. By tailoring your workflows to support a hybrid work environment, you can help ensure your business continues moving forward even as guidelines and protocols evolve.

Key benefits of process automation

1. Instant access to critical business information for both remote and on-site workers
2. Reduce errors and accelerate common processes
3. Centralized location to search, store, retrieve and access documents from anywhere, anytime
4. Easy to deploy and integrates with other critical business applications
5. Increase worker productivity and efficiency
6. Reduce print and paper costs





Cloud & Infrastructure

Increase agility, boost productivity and protect your data.

- Reduce your infrastructure
- Simplify IT management and business continuity
- Ignite productivity with anywhere, anytime secured access to information and applications



Cloud & Infrastructure

The overnight move to a “virtual workplace” was unprecedented, and as guidelines came down rapidly businesses everywhere had to change the way they operate overnight. At the time, the immediate concern was to keep the business running, and IT leaders did what they could to ensure employees could work from home and maintain some semblance of business continuity. Now, as organizations begin to reassess their plans for their workforce, the focus shifts to building an IT infrastructure that can endure.

The goal should be simplicity and reliability, and today’s forward thinking organizations can use the cloud to cost effectively transform their security and IT management practices. But it doesn’t have to be done all at once. Many businesses leverage a hybrid model as a bridge between on-premise and cloud environments.

As we highlighted in the **Remote Working** section, moving your office suite of solutions to the cloud is a great start to modernizing your apps and infrastructure, while adding even more layers of security to help protect your business against increasing cyber threats and phishing. Whether all systems are migrated at once or it's done over time, businesses will benefit from reduced hardware costs and less maintenance while allowing the organization to be dynamic and agile.



Only 40% of small businesses have implemented a remote work policy focused on cybersecurity as a result of coronavirus. The overnight move to a “virtual workplace” has increased cybersecurity concerns for small business owners, but many still have not implemented remote working policies to address cybersecurity threats, according to a survey by the Cyber Readiness Institute (CRI).



Enhancing business continuity

Business continuity reflects a business-wide implementation plan to ensure the continuation of critical business functions should a disruptive event occur. A large part of this plan is supported through a cloud strategy, such as making sure your critical data is backed up in the cloud and the ability to quickly recover your data in the event of a disaster.

By deploying business continuity and disaster recovery solutions leveraging cloud technologies, organizations can run critical business applications from backup instances on virtual servers in the cloud. This approach enables you to effectively “flip a switch” and can help keep business downtime to a minimum. This can mean the difference between being up and running in a matter of minutes versus days or even weeks.

Key benefits of a cloud-first IT infrastructure

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



Smart & Safe Workplace

Planning for the safe return
of your employees.

- Comply with social distancing and contact tracing guidelines
- Implement new procedures for health screening and hygiene
- Reduce contact with shared surfaces and increase sanitation



Smart & Safe Workplace

Virtually all the customers we surveyed have initially kept some portion of their workforce at home, with only those deemed essential to day-to-day operations remaining on-site. While percentages varied based on industry and economic impact, all are adopting a phased approach to returning all employees to their site that includes ongoing work from home options. Return dates are soft, pending local government guidelines and recommendations.

When planning your transition, consider staggering how you bring people back with a rollout plan that includes a remote work option allowing employees to rotate days on-site and days at home.

Key benefits of a remote work policy

1. Employee availability increased 19%
2. Employee satisfaction up 7%, along with reported attitude and mood improvements²
3. Reduced overhead costs



² <https://smallbiztrends.com/2020/05/remote-work-after-pandemic-survey.html>

Smart & Safe Workplace

For returning employees, the workplace will need to look and operate differently. Capacity planning, physical distancing, contact tracing, and touchless interactions are now in the forefront of office planning to allow for a safe return. While requirements remain fluid, we've compiled this return-to-work checklist as a starting point for businesses.

Screening

- Policy on health requirements to enter the building
- Temperature screening for employees and visitors
- Document visitors travel
- Travel restrictions

Hygiene

- Touchless hand washing
- Hand sanitizer dispensers
- Increased cleaning schedule
- Enable a touchless environment
- Safety signage
- Limit congregation in shared areas
- Plan to manage indoor air quality
- Clean desk policy

Physical Distancing

- Set guidelines for floor capacity
- Contact tracing
- Set meeting room capacity
- Increase space between seating
- Build physical / natural barriers
- Schedule in office days
- Elevator guidelines
- Staggered shift schedule
- Engineer common areas
- Manage foot traffic

PPE

- Invest in products
- Create stations for supplies
- Policy / Guidelines on use of Masks, Gloves, Face Shields, etc.



About Ricoh Canada

Ricoh Canada is empowering digital workplaces with innovative technologies and services, enabling individuals to work smarter.

Ricoh Canada is helping 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 80 years' experience developing the technology that shapes how people work, Ricoh is the ideal partner to support your business with remote working solutions.

**For more information,
contact your Ricoh Canada
Sales Representative or visit
RicoChangeMakers.ca.**