aquant

SUCCESS STORY

Ricoh's Journey: Embracing a Remote-First Strategy

RICOH

Industry:
Printing

Aquant Products:
Triage, Insights

Country:
New Zealand

About Ricoh

Ricoh is a global technology company specializing in office equipment, production print solutions, document management systems, and AI services. Ricoh pursues AI innovation as a part of its growth and transformational strategy.

Challenges

Adopting Remote Resolution

The COVID-19 lockdown increased the need for remote services as customers required support without onsite visits.

High demand for field engineers

Ricoh's traditional service model relied heavily on dispatching field service engineers, leading to inefficiency and increased operational costs.

High operational cost

With increasing demand and delays in Resolution Times, operational costs rapidly increased.

Transitioning to a Remote-First Service Model

Embracing change and fostering innovation has always been at the core of Ricoh's strategy. Its journey towards a remote-first service model is a testament to its commitment to adapting, evolving, and continuously delivering exceptional value and service to customers in an ever-changing digital landscape. Following COVID-19 and amid the Great Resignation, Ricoh needed help with churn rates. They needed to reduce Time to Proficiency for new resolution agents, as their onboarding process took an average of eight to ten weeks.

> "For every **1%** gain in Remote Resolution, the cost to serve **reduces by $100k annually.**"
>
> — **Darren Elmore**, GM Service at Ricoh

Harnessing AI for a Remarkable Shift in Service Efficiency

By transitioning to a more digital and remote approach, Ricoh achieved notable improvements across critical KPIs, operational efficiency and productivity, employee satisfaction, and workforce retention. As a next step Ricoh plans to implement self-service system for customers as a part of its Shift Left strategy.

Improved Resolution Rates

Achieved a dramatic Remote Resolution Rate growth **from 25% to 42%.**

Enhanced Operational Efficiency

Reduced carbon footprint and fuel costs, resulting in significant environmental benefits. Improved employee satisfaction and retention.

Shorter Time for Onboarding

Reduced onboarding time for agents **from 10-12 weeks to 2-3 weeks.**

Key Takeaway:

With Aquant Service Co-Pilot, Ricoh reduced onboarding time by **75%**

Elevating Service with Aquant.

Aquant AI for Service Professionals is an end-to-end solution designed specifically for service organizations to enhance service outcomes and elevate customer experience. With Knowledge, Triage, and Insights, you can enable any stakeholder and drive better business outcomes for your service business.

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