

Seamless Collaboration in the New Era of Hybrid Work

Empower your dynamic workforce to support business continuity and drive productivity while staying connected – from anywhere.





In the last few years, the role of the office has changed as more and more companies embrace a fully remote or a hybrid work model. While we have learned that work can be done anywhere, staying connected and driving productivity is key to sustainable growth in a rapidly changing world.

Is hybrid work here to stay? Possibly.

According to a McKinsey 2021 survey¹, most executives expect that for roles that aren't essential to perform on-site, employees will be in the office between 21 and 80 per cent of the time, or one to four days per week. With hybrid work being the future, it's important for organizations to embrace digital transformation and adopt the right technology and solutions that help minimize disruptions to the business, improve the customer and employee experience, and securely support new ways of working.

Key benefits of embracing digital transformation to support your hybrid workforce

- Increased productivity with faster, better decision making
- Boost workplace agility with flexible, remote working
- Enhanced team collaboration and engagement
- Better customer experience and satisfaction
- Reduced costs

¹ [What executives are saying about the future of hybrid work](#)



Remote communication and collaboration isn't just about having more digital tools – it's having the right ones

While it seems simple, effective communication and collaboration in a virtual setting can be a challenge for organizations, as hybrid work can look different for every business – depending on size, industry, customer requirements and operational needs. Therefore, with remote work and virtual meetings here to stay, businesses may be concerned about productivity and employee and customer engagement in the long run.

Video conferencing tools need to support remote collaboration and foster creativity

It turns out that on a video call, the human brain works harder to interpret non-verbal cues like body language and tone of voice. We need to pay more attention to get the same result, which means that we burn more energy. It has also been scientifically proven that it's harder to focus and give attention to a standard video conference than it is for in-person

meetings. To foster engaging and collaborative virtual meetings among employees and customers, you'll need video conferencing technology that allows anyone to express their vision, better visualize their ideas, and be creative remotely as if they were face-to-face in the same room.

Not every digital solution is the right fit for your business needs

With the accelerated pace of digitization over the last few years, organizations either already have in place or are adopting tools and technologies to support remote or hybrid work. However, not all digital solutions are one-size-fits-all as some may be complex, disparate, and could lack the seamless user experience that your workforce needs, resulting in a significant impact on employee productivity, morale and engagement.

The solution to effective remote communication and collaboration is having the right tools and technology that takes into consideration the evolving needs of your employees and customers.

Key drivers for long-term success in hybrid work

- Adopting integrated solutions that focus on driving engagement and collaboration
- Simplified technology that optimizes productivity to enable employees to do more with less
- Innovative virtual meeting technology that brings people closer together and enables seamless knowledge-sharing

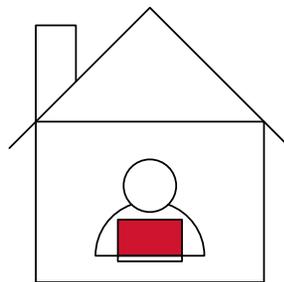
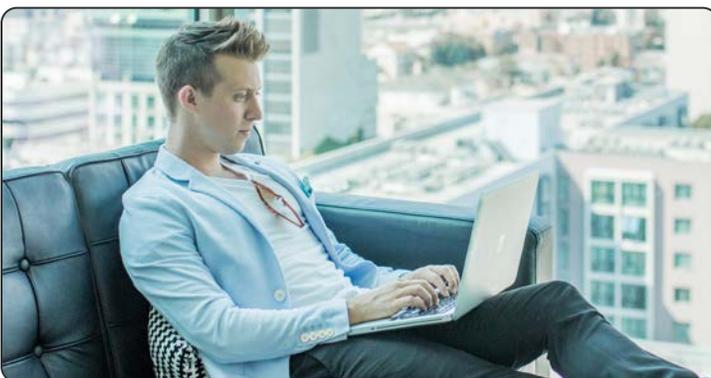
The future of the **hybrid workspace**



The shift from traditional workplaces to remote workspaces has shown business leaders what their employees are capable of outside the office – which is a lot.

Despite the initial challenges and adjustment period, many workers report that they are in fact more productive working from home². While half of Canadians would prefer to continue working from home, the other half is eager to get back in the office².

As companies plan for the future and are looking into hybrid work to accommodate both remote and on-site work, the idea of traditional office spaces may be redefined to flexible on-site workspaces that can be used for many different purposes and can be re-configured as required. Many companies may also reduce their real estate footprint or create smaller 'satellite spaces' that could be used by teams on an ad hoc basis or whenever necessary. These spaces can be equipped with smart technology that supports hybrid work, such as Interactive Whiteboards that enable teams to connect, collaborate and bring creativity to meetings and presentations from anywhere.



Businesses must have flexible collaboration tools that connect workers both on and offsite.

² Canadians have mixed feelings on working remotely during COVID-19



Business continuity will require more workflow automation

Businesses across most industries have had to adapt to ever-changing market and economic conditions.

As businesses of all sizes reimagine the future of work, digital transformation, agility and flexibility are key drivers of building resilience and improving business continuity.

With hybrid work models, shifting to a technology ecosystem that supports workflow automation, seamless collaboration and efficient communication will support businesses for sustainable growth, drive productivity and accelerate responsiveness across all areas of the business.

From a sales team that requires fast decision-making across the pipeline and responsive communication methods with clients; to nation-wide HR and corporate trainers that need to engage audiences; and the marketing team in search of creative ways to position products or present to clients – remote collaboration and ongoing digitization will become the primary operating model of the workforce of the future.

“The future of work, defined by the use of more automation and technology, was always coming. COVID-19 has hastened the pace. **Employees across all functions, for example, have learned how to complete tasks remotely, using digital communication and collaboration tools.** In operations, changes will go further, with an accelerated decline in manual and repetitive tasks and a rise in the need for analytical and technical support. This shift will call for substantial investment in workforce engagement and training in new skills, much of it delivered using digital tools.”³

³ From surviving to thriving: Reimagining the post-COVID-19 return



Integrated collaboration will be an ongoing part of a resiliency strategy

Many Canadian businesses already recognize the value of investing in workplace collaboration solutions. While there have been some noted gains in productivity⁴ from working remotely, the real insight is that 1 of every 3 remote workers has lost connection to their peers and report feeling a massive drop-off in their ability to collaborate with others.

Therefore, there is a significant opportunity for organizations to mitigate decreasing engagement within their workforce by providing a more enhanced collaboration experience that drives overall team performance and productivity.

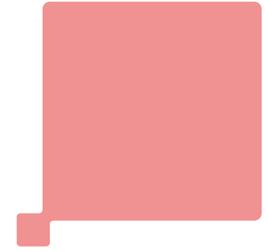
Business leaders need to work with their IT leadership to develop a better and more holistic collaboration strategy for their organization – one that benefits from a secure and scalable integrated solution that can be efficiently implemented with little to no change management or training.

The way we work has changed and organizations like yours need to make ongoing progress in your digital transformation journey to empower your hybrid workforce for long-term success and to better compete in today's digital age. This is where Ricoh can help. We've been delivering innovative workplace technologies for more than 85 years. Our people can help yours do their jobs better, faster and more securely – from anywhere.

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.

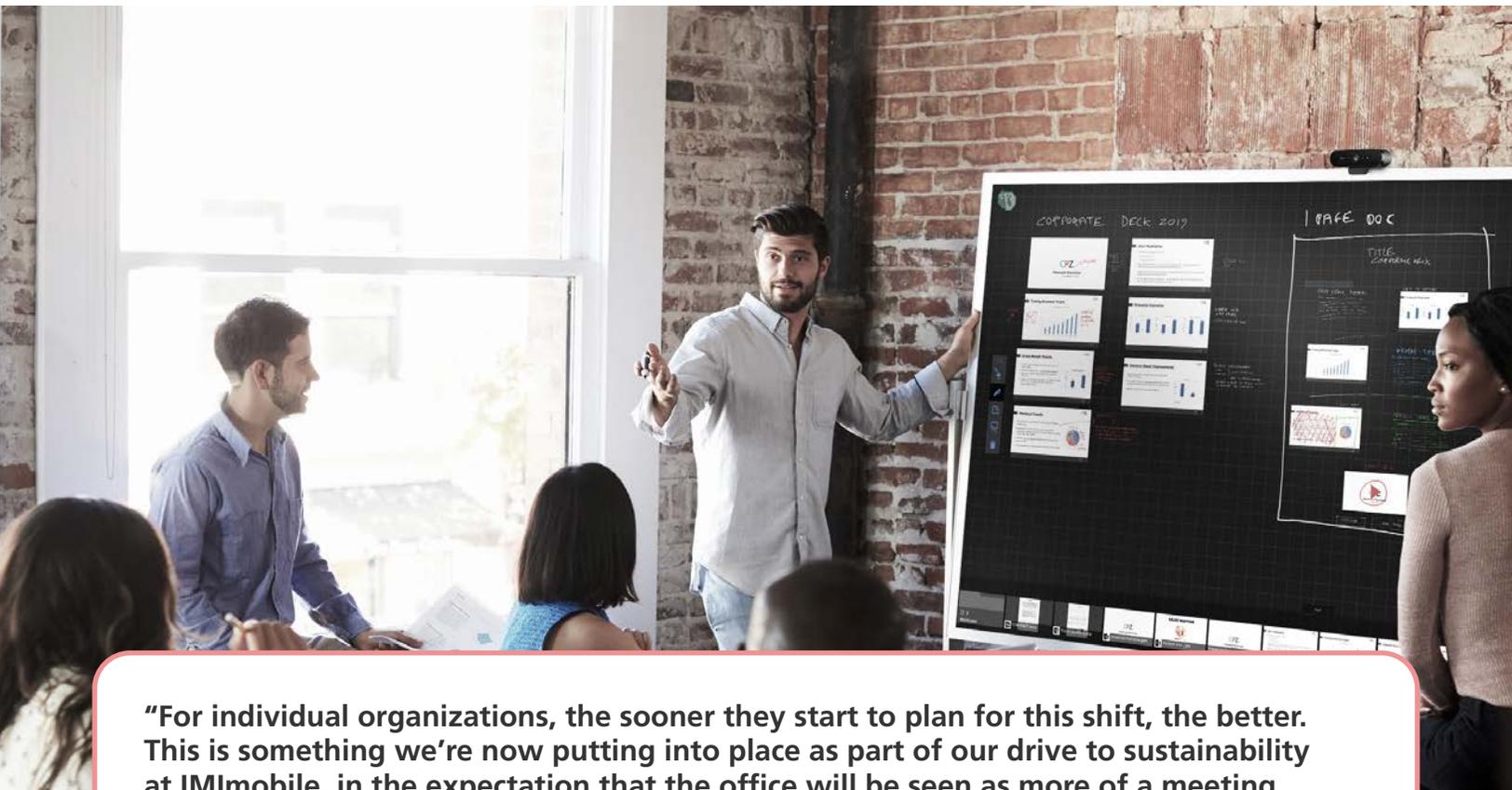
⁴ [Global Work-from-Home Experience Survey Results](#)

Reimagine the future of work with Ricoh's Communication Services



As businesses across Canada embrace hybrid work, leaders will have to answer important questions about their readiness for the future of their workforce:

- Will our infrastructure be resilient enough to sustain current and future tools as well as current and future levels of remote work?
- Do our employees have access to the right technology to make working from home a long-term option?
- What level of proficiency our employees have in virtual collaboration tools?
- What amount of training and knowledge-sharing will IT be required to provide and/or support?
- Do we have the right governance and policy controls to protect data security?



“For individual organizations, the sooner they start to plan for this shift, the better. This is something we’re now putting into place as part of our drive to sustainability at IMIMobile, in the expectation that the office will be seen as more of a meeting and collaboration hub, rather than the only place staff should be working”⁵

Jay Patel, CEO of IMIMobile

⁵ [Unified communications: The key to prospering in the new working reality of Covid-19](#)

So, what will the office environment of the future look like?



Effective communications will require more flexible, multi-purpose spaces that can be reconfigured easily. Many companies have already taken steps to reduce their office footprint and, as a result, invest these operating cost savings into smaller satellite spaces both temporarily and permanently.

Workspaces will evolve to address these dynamics. Less office space will be committed to permanent personal use like a cubicle or desk, and more of it converted to accommodate day-long visits to the office.

In this scenario, implementing easy-to-use technology like **Ricoh Collaboration Boards** with the best-of-breed collaborative software fits that bill. Our family of Collaboration Boards are end-to-end solutions that combine the latest hardware innovation with the user friendly and intuitive **Reactiv SUITE** collaboration software.

It's this powerful combination of hardware and integrated software that enhances workplace communications with next gen functionality.

While For IT departments, the ideal solution should dramatically improve the workflow of your remote teams and not just be a glorified video conferencing appliance. The device should integrate all of your requirements into one simple user interface that is intuitive and easy to learn. It also should leverage your existing conference room equipment such that projectors, secondary displays, conference phone systems, wired and wireless screen projection technologies and other hardware devices can be managed and accessed as well. It should operate on a standard operating system that would allow the IT department to configure the image, load policies and ensure security while leveraging existing network and user authentication infrastructures.

Accessing data for collaboration should never be complicated – use your existing enterprise network resources or cloud service provider.

Your data, your way.

Improve collaboration experiences for next-generation meetings with Ricoh Collaboration Boards



Whether at the office, on the road or from home, **Ricoh Collaboration Boards** make it easy to join and contribute to meetings and brainstorming sessions. Our Collaboration Boards are scalable to meet the requirements of small, medium and large-sized meeting rooms. From our versatile 32" that is perfect for home-based presentations, huddle spaces or as an interactive table or digital signage touch display; to our extra-large 86" model designed for larger meeting and conference spaces.

A one-stop collaboration hub

Ricoh's integrated all-in-one solution has a high-resolution screen, built-in speakers and microphone and is easier to set up and use than a multi-component system!

Engage easily with remote sites

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

Set up and go

Employees can easily engage with our simple technology. Ricoh Collaboration Boards are easy to set up and even easier to use. Simply connect a PC, tablet or smartphone and start working!

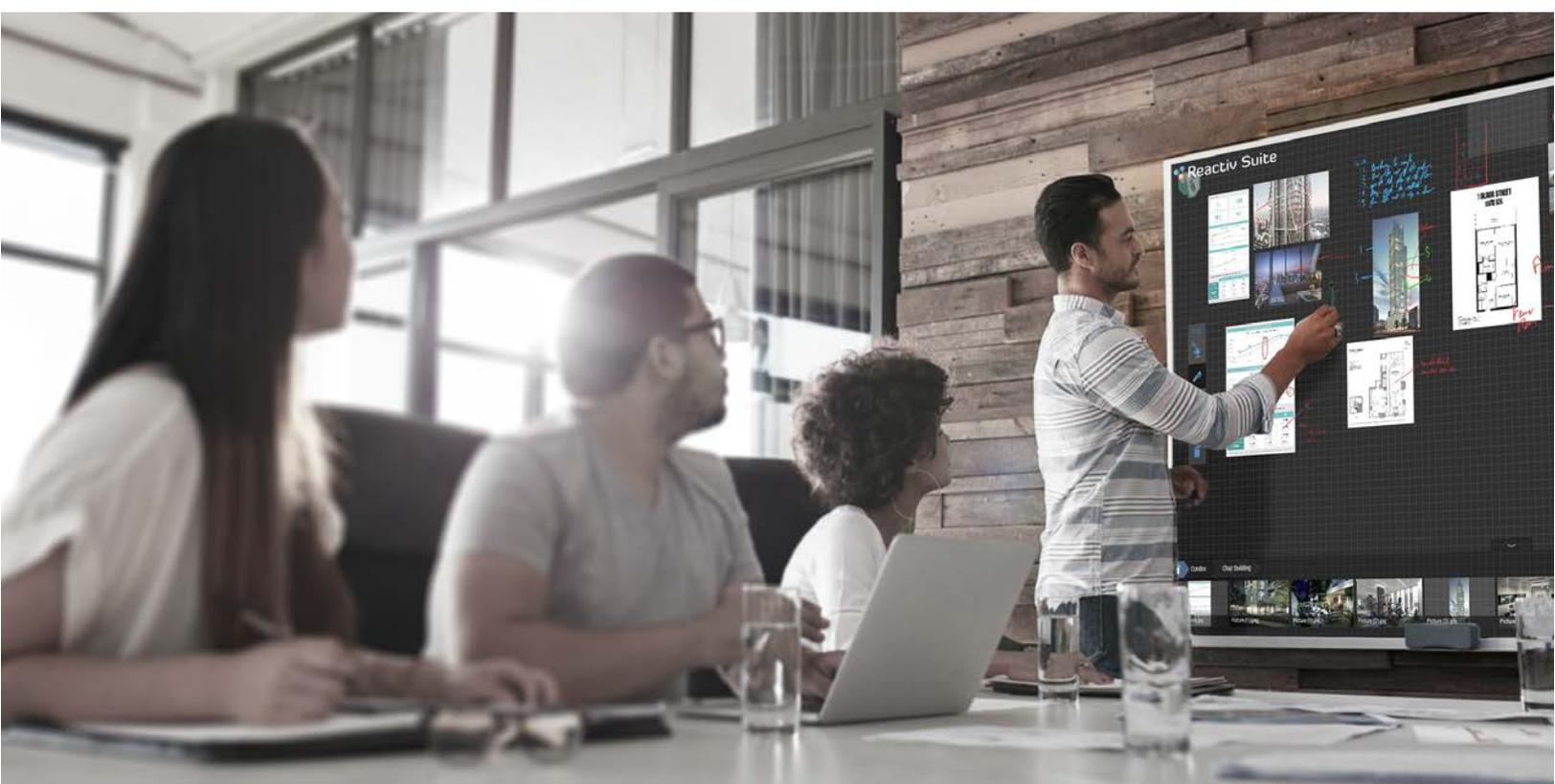
Step into the new world of work with **Ricoh's Reactiv SUITE**

The modern meeting room is a place where ideas should come to life but oftentimes technology gets in the way. The challenge has always been finding the right balance between necessary devices and too many cutting-edge solutions that make training and change management a big factor in any decision.

In order to reap the rewards of hybrid work, without suffering from the consequences, businesses will need to find a new balance. This balance must take into account the need for social interactions, create an environment where engagement is cultivated

between remote workers, and tie together new solutions that allow remote teams to not only engage with each other, but be creative -- as if they were all in the same room.

With Ricoh's **Collaboration Boards** and **Reactiv SUITE** software, you can effectively eliminate the distracting and confusing array of technologies from your meeting and conference rooms. Go from projectors, cables, microphones, speakers and webcams to an all-in-one tool that delivers all of that and more.



"We've all been having problems with remote meetings and presentations. And many are using some cobbled-together makeshifts that are far from secure. Reactiv SUITE cuts through all that, and doesn't waste your time. Create, meet, present, explain, mark up, refine on the fly, conclude -- it's all right there in front of you. You can easily access, manipulate, and discuss content and ideas drawn from all types of media, and in a nanosecond you can sign and execute securely, as well.

This is a gamechanger and an energy saver -- your energy, the world's energy. It's essential to the new era we're in now, and to the even newer world we're about to enter. No going back."

– Internationally celebrated Canadian author Margaret Atwood, a strategic investor and advisor

Reactiv SUITE is comprised of two components: **STAGE** and **SCRIBBLE**. Each one is designed to work in a single ecosystem based on your meeting type: **presenting**, **ideation**, **brainstorming** and **project management** to name a few.



Reactiv **STAGE**

STAGE is a powerful, nonlinear storytelling and presentation tool that enables teams to shift the focus from managing content to consuming the narrative of a presentation.

STAGE allows teams to open, render, mark up and present content in any format (Microsoft Word, PowerPoint, Excel, MP4, PDF, JPEG, GIF).

Whether you are giving a lecture, training a team, pitching a product to your clients, or having any other type of meeting, **STAGE** can dramatically reduce mistakes, improve retention, and allow your team to walk away with deeper insights.



Reactiv **SCRIBBLE**

SCRIBBLE is a digital whiteboard that serves as a brainstorming and layout tool. It creates an infinite canvas, allowing any user to collaborate and sketch, write ideas, mark up pages and develop dynamic layouts that accurately represent the overall team vision.

Users can combine a variety of file types, including web and natural handwriting, into meaningful pages that can be easily shared or distributed.

SCRIBBLE helps simplify complex ideas, visually communicate vision and intent, and allows your team to capture decisions while reducing miscommunication.



“Reactiv SUITE is the only platform that I have ever seen that makes me feel like I am in the same room, with my virtual team. I can engage, discuss, debate and mark-up content and data effortlessly; my message can be as clear and effective as if I was face-to-face. There is no other product like it in the market.”

Thomas Schneck, Hudson Valley Equity Group

Reactiv SUITE is so simple and easy to use that it requires little to no training or change management. No matter what kind of work your team is doing, it can enhance their collaboration experience, improve productivity and facilitate deeper connections.

Here are just a few examples of **Reactiv SUITE** in action:



Brainstorming

In any brainstorming session, activities like documenting multiple ideas and sketching out thoughts can become very tedious and time consuming. Using Reactiv SUITE, every attendee can collaborate and add their ideas simultaneously. This combined effort yields more ideas in less time as well as making everyone feel as if their voice has been heard.



Corporate Training

An essential part of any business, Reactiv SUITE makes it easier and faster for trainers to compile their digital files and media content. It dramatically reduces the wasted time dealing with the technology, projectors or managing multiple windows, and allows attendees to truly focus on the training. With Reactiv, the trainer can toggle between digital files with ease, so their audience never loses interest. They can also mark directly into documents to emphasize certain information. Files can be saved and shared quickly. The result is improved retention and a deeper understanding of the materials.



Presentation/Storytelling

Unlike static slideshows that deliver information in a one-way format, Reactiv creates truly interactive presentations where all team members can participate. Content from multiple formats can be combined in seconds to present to an audience, without wasting valuable meeting time switching between information sources. Additionally, participants can add comments directly into the document(s), then save all the presentation changes. This reduces the workload involved in meeting follow-up and dramatically reduces mistakes, improves retention and allows your team to walk away with a clear idea of what to do next.



Education

For teachers, Reactiv SUITE can make classroom lessons more impactful and memorable. Teachers can share any type of content with their class, mark up previous work, easily explain complex formulas, or show relevant videos—all without wasting time switching AV equipment or computers. End result: it keeps students engaged and helps improve retention.



Technical & Engineering Teams

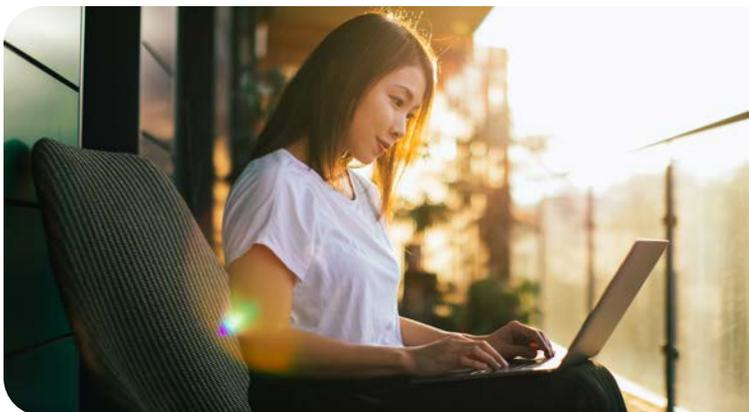
Reviewing and editing schematics across multiple team members and locations can be a development nightmare. Now, with Reactiv, it's easy to ink, mark up, change and truly collaborate on designs and specifications. You can even save the versions in an auditable format to maintain version control and ensure all team members are in alignment on the development process.



Marketing Teams

Using Reactiv, marketing teams have an intuitive, flexible tool to review and edit video content, web pages, printed collateral and more. Plus, your creative teams can use the infinite canvas to develop new ideas or storyboard content, even across multiple locations.

Hybrid work is here to stay and businesses need to better engage and optimize their team performance by adopting collaborative tools and strategies.



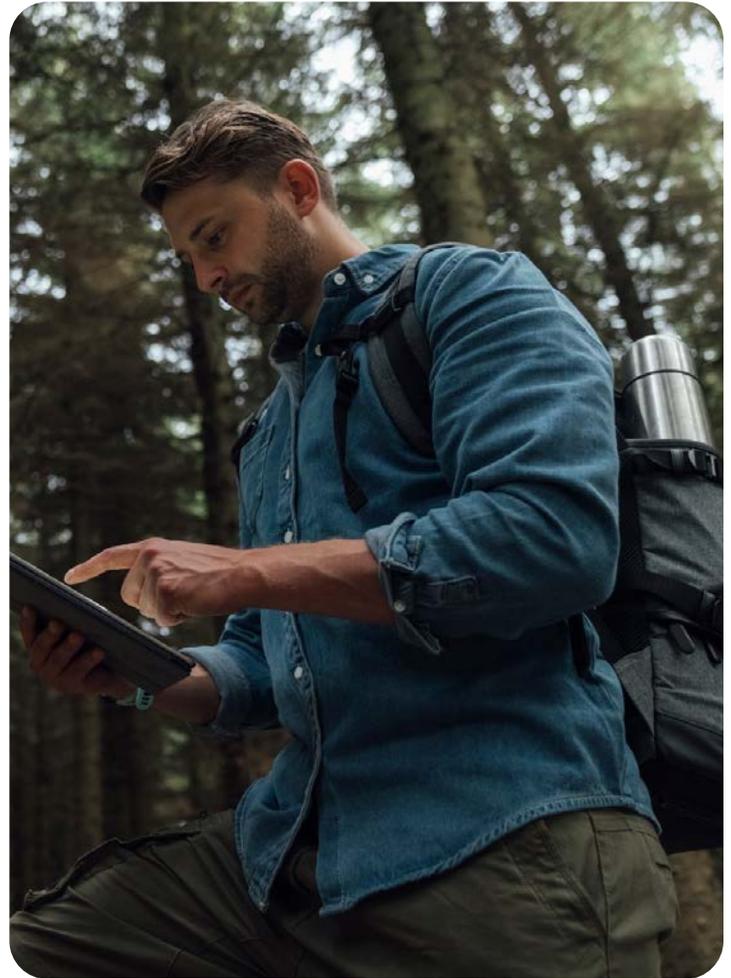
Designed specifically to meet the unique and changing needs of businesses today, Ricoh's Communication Services provide organizations the flexibility to operate and conduct business from anywhere while reducing the need to travel and deliver a collaboration experience that teams need today to be fully productive - without compromising on data security.

Empowering the future of the workforce

While workplace innovation has been happening for decades, never has it been at the speed and scale we have seen recently. As digital workplaces and remote teams pave the way for the future, Ricoh can support your digital transformation with solutions to help you redefine work.

After 85 years, we've learned a thing or two about changing with the times - especially when it comes to workplace technology. But experience has also taught us that technology needs to put people first.

Today's work requires better processes, better collaboration and better results. So let us help you redefine work and **change. For better.**



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