



CASE STUDY:

# Modern Workspaces for a Modern Bank



An optimised working environment thanks to Ricoh and LAKE Solutions

## HONESTY, DEDICATION, EXCELLENCE AND SIMPLICITY

These are the values of the Thurgauer Kantonalbank (TKB), and they are fundamental to the bank's activities. Founded in Weinfelden in 1871, the TKB has constantly evolved and is today a modern universal bank with a dense network of 29 branches in the canton Thurgau. With more than 750 employees and total assets of more than 30 billion francs, the TKB is also one of the larger banks in Switzerland. It has been listed on the Swiss stock exchange since 2014.

The TKB offers retail banking products and services for every stage of life. In addition, it is also the bank of choice for business in Thurgau with more than half the companies in the canton relying on it. As

a sponsor and patron, the bank is committed to supporting amateur sports, culture and the positive development of society in the canton. Modern workspaces for employees are indispensable for providing an excellent level of service to customers.

## WANTED: A PARTNER FOR THE WORKSPACE LIFECYCLE PROJECT

As a service-driven company, TKB relies on modern workspace infrastructure. To exploit synergies and ensure sustainable implementation of the project, TKB needed a partner who could efficiently implement the internal processes for the delivery of the workspaces, while ensuring value for money and sustainability, and of course meet the bank's high security standards. TKB was looking for a partner who could manage



We have been a Ricoh printing customer for several years. Thanks to this long-standing partnership, we were able to successfully complete the workspace lifecycle project. We are extremely satisfied with the implementation of the project and the collaboration with Ricoh.

*Stefan Füllemann  
Head of Workplace  
Thurgauer Kantonalbank*



the entire project as a general contractor and serve as a point of contact for all aspects of the project which included laptops, interactive screens for the meeting rooms and managed print services. To ease the pressure on TKB's employees, the bank's management also wanted to outsource the installation of the new hardware and software. Ricoh impressed the decision-makers with its ability to offer a complete package – thanks to its subsidiary LAKE Solutions, Ricoh was also able to supply IT service components such as desktops and laptops.

## PROJECT DEVELOPMENT AND IMPLEMENTATION

After winning the various tenders, Ricoh set to work implementing the project. But how do you manage such a large project involving so many different departments? In several workshops with dedicated project groups, the required project processes were defined on the basis of the workspace architecture according to the ITIL® (Information Technology Infrastructure Library) project management principle and adjusted where necessary. Finally, the following devices and solutions were implemented:

- 584 mobile HP clients (laptops) with

docking stations and external cameras.

- 547 HP desktops with external cameras
- 21 Samsung 75" touch screens for meeting rooms. The installed screens can be used in interactive mode for creative collaboration (digital collaboration boards). Ricoh not only supplied new screens; it also took back the existing equipment to ensure its sustainable recycling.
- 94 IM C6000 multifunction printers (MFP) and 200 SP4510N printers

The transfer of mobile clients, desktops and touch screens to the responsible operating provider presented a particular challenge. The managed printing services include a package of software products that enable users to print securely and sustainably. In terms of input (scanning), functions with Genius Bytes were provided to support digitisation. In device management (up to and including fulfilment-management), the service was enhanced with components such as automatic error messages, and automatic toner ordering and delivery. These elements allow the bank to focus on its business of creating core value.



## GENERAL OVERVIEW OF STABLE OPERATION

The “customised service package” created a harmonious working environment for the bank’s staff. The potential for increased efficiency and effectiveness was also leveraged. Monthly reports and service review meetings enable the early detection and analysis of necessary changes and the implementation of customer-oriented solutions. As Ricoh and LAKE Solutions offer all services from a single source, TKB employees can devote more time to their core business.



With Ricoh taking on the role of general contractor and handling all aspects of the project, we were able to establish an excellent working relationship with all the other partners and successfully master each of the challenges presented by the project.

*CURDIN SCHENKEL*

*HEAD OF WORKPLACE & SERVICE DESK*

*THURGAUER KANTONALBANK*





from right to left: Curdin Schenkel, Head of Workplace & Service Desk, TKB / Stefan Fülleemann, Head of Workplace, TKB / Stephan Raschle, Key Account Manager, Ricoh Switzerland Ltd

## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 85 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

Since May 2019, the leading ICT solutions provider LAKE Solutions AG belongs to Ricoh.

You can find more information at [www.ricoh.ch](http://www.ricoh.ch) and [www.lake.ch](http://www.lake.ch)

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