

Case Study

The Clearance Shed



BACKGROUND

The Clearance Shed, founded in 2009, is a no-frills retailer with stores across the North Island, offering a range of unique products.

THE CHALLENGE

The company was going through a period of extended growth and their previous technology supplier was struggling to keep pace with their growing needs. A reliable and innovative technology partner was required.

THE SOLUTION

Ricoh helped to standardise The Clearance Shed's technology across all stores, as well as manage relationships with other vendors, leading to the following benefits:

- Easier to manage new site setup
- Streamlined support for all systems
- Stabilised existing systems
- Improved network resiliency

WHY RICOH?

"Ricoh showed belief in The Clearance Shed and our vision. They were able to cater to our short-term needs but, more importantly, they showed that they understood where we are going."

In the months that we've been working with Ricoh, they've thought hard about where we can gain the most advantage out of technology.

*Craig Faulkner, CEO
The Clearance Shed*

BENEFITS

- **Direct and reliable support**
"Ricoh manages the relationships with the other vendors and provide first-level support for all our technology. That means we only have one relationship to manage ourselves and we have one number to call if we need support on any of our systems," says Craig Faulkner.
- **Return on investment**
"We're already seeing tangible results from the investments we've made. We've been able to improve site efficiency by 50 per cent in the last 18 months and technology has certainly played a role in that."
- **Comprehensive overview of current state**
Ricoh can provide an assessment and revision of a client's current situation, allowing for a better understanding of where technology investment can most efficiently be made
- **Fixed-price service**
"Having Ricoh on board has so far proven to be a significant step forward for us. The managed service arrangement we have with them gives us both certainty around costs and confidence in service."
- **Future proofing**
As a technology partner, Ricoh can help businesses add immediate value to their investment, as well as ensuring that it scales with them in the future.

