



CASE STUDY:

Tokio Marine HCC engages Ricoh to equip employees for a new era of flexible working



**TOKIO MARINE  
HCC**

To modernise its procurement model, Tokio Marine HCC deployed the Ricoh eShop—helping to accelerate processes, cut administration, and speed sourcing of essential IT equipment.

## COMPANY & CHALLENGE

Tokio Marine HCC provides specialised insurance services to clients in the aerospace, agriculture, healthcare, construction, finance, government, and entertainment sectors. Part of the Japanese Tokio Marine group that employs 39,000 people worldwide, Tokio Marine HCC has principal offices in Japan, the United States, and the United Kingdom, and operates in 180 countries.

While much of the world shut down as the COVID-19 virus spread, Tokio Marine HCC looked to maintain business-as-usual for its clients by switching to remote working.

However, traditional paper-based purchasing processes meant sourcing essential IT solutions for employees was slow and complex. The sudden change to working from home created twin challenges: how could the company streamline and accelerate its procurement processes, and how could it equip employees with systems essential for remote working?

How could Tokio Marine HCC streamline and accelerate its procurement processes, and equip employees with systems essential for remote working?



## OBJECTIVES

Businesses, governments, and individuals alike look to Tokio Marine HCC for high-quality specialty insurance and risk management services. Unlike many insurers that offer standard, commoditized solutions, Tokio Marine HCC possesses the underwriting expertise to provide a tailored policy for any almost any type of challenge—no matter how complex—to ensure clients can approach commercial opportunities with confidence.

In Spain, Tokio Marine HCC maintains a team of 120 specialist underwriters based in Barcelona. Every day, the team interacts with clients and brokers, evaluates insurance applications, assesses claims, and develops new policies. With the COVID-19 pandemic causing huge disruption to many markets in the first half of 2020, the company knew that clients would be relying on its specialist services more than ever.

As the Spanish government introduced lockdowns and social distancing measures to prevent the spread of the virus, Tokio Marine looked to pivot to remote working to maintain business-as-usual with clients. Making the switch created significant operational headaches, as effective, productive remote working would mean rapidly sourcing a wide variety of new IT equipment to enable employees to collaborate and access critical systems.

However, Tokio Marine HCC largely relied on slow, paper-based procurement processes: teams would complete lengthy purchasing request forms, and then seek relevant internal approvals before orders were finally submitted to vendors for processing. With no time to lose, how could the company reshape its procurement model to ensure employees had access to the technologies essential for success in the new era of flexible working?



## SOLUTION

To adapt its purchasing processes quickly and effectively, Tokio Marine HCC approached long-standing business partner Ricoh for assistance. Ricoh recommended replacing the existing long-winded procurement workflows with the Ricoh eShop—a flexible and secure digital portal that would enable Tokio Marine HCC to access a curated catalogue of 30,000 products and services, including a wide range of IT solutions from leading vendors.

Impressed with the simplicity and clarity of the proposal, Tokio Marine HCC committed to using the Ricoh eShop for procurement. Now, whenever Tokio Marine HCC employees require new IT equipment to support remote working and collaboration, authorised users simply log into the online portal, search the catalogue, compare product specifications and prices, and place orders—any time, day or night.

When placing orders through the Ricoh eShop, Tokio Marine HCC users can request delivery of the IT solutions either to the Barcelona headquarters for collection by employees, or direct to their home, saving time and avoiding travel. In case of queries about orders or products, the company enjoys round-the-clock access to support from the Ricoh e-Commerce team and a dedicated sales representative.



Using the Ricoh eShop is very simple and intuitive. Within the portal, we have access to comprehensive information about every product, including a full description and list of specifications, along with information on stock availability and delivery times. With this wealth of information, we can make smart, effective decisions about which products best meet our requirements.

Spokesperson, Tokio Marine HCC





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Spokesperson, Tokio Marine HCC



We know Risk

## BENEFITS

With the Ricoh eShop, Tokio Marine has transformed its procurement strategy, accelerating transaction times and significantly reducing purchase administration. Where the company's previous model involved paperwork and several rounds of back-and-forth correspondence to gain approvals, the Ricoh eShop enables users to find items and place orders with approved suppliers in just a few clicks.

At the height of the pandemic, Tokio Marine HCC used the Ricoh eShop to source all the essential equipment for employees to work remotely, enabling the company to deliver high-quality, tailored insurance services throughout the COVID-19 crisis and beyond. So far, the company has placed hundreds of orders for new laptops, cables, and monitors through the Ricoh eShop.

Spokesperson concludes: "Moving to the Ricoh eShop has been a great success. Within the platform, we can also check our full order history by date and volume to monitor our spending, and ensure we operate as cost-effectively as possible. When we were under real pressure to transform our working model, Ricoh delivered an excellent solution that helps us to continue to thrive in challenging times."

## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of digital services and information management, and print and imaging solutions designed to support digital transformation and optimize business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers 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).

For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)