

**Fleet Management**  
Ricoh Professional Services  
Optimize Efficiency and Utilization

**RICOH**



analyze



right-size



support



# Fleet Management

## Maximizing your fleet performance.

**Your document management fleet represents a significant capital investment that demands protection. Your fleet also can be a huge source of cost savings when it is managed effectively.**

**That is why so many businesses depend on fleet management solutions from RICOH® Professional Services (RPS). We deliver the industry's most comprehensive portfolio of managed services for your fleet, enabling you to protect your investment with unparalleled quality and efficiency and turn potential cost savings into real impact on the bottom line.**

### Trust RPS to deliver exceptional fleet management

RPS fleet management services apply to all the devices in your fleet, including network printers, high-speed copiers, digital multifunction products (MFPs), fax machines and scanners from any manufacturer. We perform sophisticated fleet optimization, and we assume full responsibility for preventive maintenance, technical support, end-user training, inventory tracking, supply replenishment and basic daily services.

### Customized fleet services

Depending on your needs, RPS can customize fleet management solution offerings that maximize the return on your technology investment. These may include advanced fleet deployment and performance optimization, full Key Operator services such as inventory and vendor management, or basic Key Operator services such as daily cleaning, consumables management, minor service and preventative maintenance.

### Fleet optimization and usage reporting

Knowing exactly what is happening in your fleet is the best way to maximize performance and minimize total cost of ownership. We provide monthly activity reports, including device usage for network-connected and non-connected devices, average usage by location or workgroup, consumables costs and hardware costs. We provide data-driven analysis that measures device utilization and optimization, year-to-date savings and potential additional savings. RPS teams work with you one-on-one to relocate overworked or underutilized systems, improve load-balancing, gain end-user acceptance and add or remove systems to right-size the fleet.

### Inventory tracking and replenishment

In addition to daily replenishment of paper and toner, RPS experts can implement Just in Time (JIT) inventory tracking. This makes it easy to predict order volumes and coordinate purchasing to ensure your fleet is operating effectively. RPS handles all the details, freeing your employees to focus on other tasks. Plus, JIT ordering allows you to consolidate purchases across the enterprise, eliminating overstocks and duplicate purchases.

### Contract deployment and vendor management

Protecting your fleet often involves decisions about purchasing equipment, leasing and lease management, financing options, device deployment and removal of end-of-life systems. RPS can handle all of these tasks for you and prepare the information you need to make informed decisions quickly. We manage all installs, moves, additions and changes (also known as "IMAC" services), including project management, planning and coordination. We help you manage environmental compliance for disposal and recycling. RPS also offers vendor management for your entire fleet, so you only have one relationship to evaluate and one call to make for any question.

### Remote management and tracking tools

Advanced technology enables RPS to take performance analysis and reporting to an entirely new level. Our innovative device relationship management (DRM) solution, @Remote, retrieves MIB data directly from connected devices through a secure, one-way connection. We analyze the data stream to produce detailed reports that pinpoint opportunities for productivity enhancement and cost savings. We also deploy a wide range of remote management utilities to monitor error codes, end-user issues, printer settings, job queues and other factors.

### Service call management

Managing service calls and follow-up is incredibly time-consuming. When you choose RPS, your employees do not spend time on any of these tasks. RPS offers a complete service call escalation program for the Ricoh and non-Ricoh devices in your fleet, so you can expect timely maintenance and prompt resolution for every service call. Our on-site teams are trained to handle most minor repairs for all your equipment (including non-Ricoh devices), so we can solve small problems immediately. Overall, this results in higher fleet uptime, increased end-user satisfaction and significantly lower operating costs.

### Discover the RPS difference

RPS teams can show you exactly how we can help your company reduce document spending, streamline workflow and improve accuracy in a wide range of document-intensive processes. For more information contact your local RPS representative today or visit us at [www.ricohbusinessolutions.com](http://www.ricohbusinessolutions.com).



Depend on RPS to make sure your fleet is aligned perfectly with the needs of your organization.

# RICOH

[www.ricohbusinessolutions.com](http://www.ricohbusinessolutions.com)

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