RICOH
ProcessDirector™

Efficiency and automation at every stage in your workflow.
RICOH ProcessDirector™

RICOH ProcessDirector is a modular and scalable workflow-driven solution designed to meet a variety of production output needs. Thanks to its vendor-neutral design, RICOH ProcessDirector can automate processes in many different production environments, from high-volume continuous feed to small commercial print sheet-fed operations.

RICOH ProcessDirector can capture, transform and manage information in ways that streamline operations to help achieve 100% output integrity, enhance operator productivity and reduce errors. With its straightforward dashboard view, users can quickly check the status of the full production operation across multiple locations.
Does Your Business Face Any of These Challenges?

- Are you concerned with having the right piece in the right envelope every time?
- Have you missed a delivery deadline or SLA?
- Are your postal costs out of control?
- Can you reliably recover from a human error at the printer or inserter?
- Do you know where the jobs are in your shop at all times?
- Are you losing jobs because you do not have email delivery capability?
- Are labor costs impacted by manual steps in your workflow?
- Do you have legacy or disparate workflows that are not integrated?

Consider Ricoh’s Automated End-to-End Workflow Management Solution

Meeting the many challenges of modern critical communications production requires a solution that addresses customers’ preferences and delivers on business needs.
Achieve Output Integrity and Satisfy Reporting Requirements

Compliance penalties are a serious source of concern for businesses dealing with critical communications delivery. RICOH ProcessDirector tracks documents to help achieve 100% integrity from receipt to delivery.

- Easily generate a piece level audit trail of production history.
- Verify that every piece is produced accurately using either network-capable inserters or barcode scanners, and automate reprinting of damaged or missing pieces.
- Collect and store job, device and document properties throughout the workflow.
- Use RICOH ProcessDirector to store production history data alongside the input and output print files for long-term storage, retrieval, reprinting and online viewing.
- Use data from RICOH ProcessDirector to create reports using commercially available business intelligence tools for capacity planning, production optimization and problem determination.
- Research the production history of individual documents to respond to queries or audit requests.
- Configure user access rights to control system usage.

“RICOH ProcessDirector is a world-class, high fidelity workflow management tool based on a modern and future-proof architecture. The product enables multi-channel communications production at high speed and high integrity, and comes with an easy-to-use, browser-based interface.”

Kaspar Roos
Founder & CEO, Aspire
WORKFLOW AUTOMATION

Eliminate Human Errors and Reduce Costs by Automating Manual Tasks

RICOH ProcessDirector helps teams manage deadlines by automating workflow processes, and providing visibility into every job from receipt to delivery.

- Easily build workflows using a drag-and-drop interface.
- Specify finishing, media and duplex instructions to sheet-fed or continuous feed printers when work is scheduled, or change them on the fly.
- Comply with last-minute pull requests.
- Create a full audit trail, including manually deleted jobs.
- Merge electronic forms with variable data in one printing pass, eliminating storage costs and manual workflows of preprinted forms.
- Integrate with other systems via web services.
- Automatically reprint mail pieces damaged during insertion.
POSTAL OPTIMIZATION

Streamline Mail Handling
to Lower Costs

RICOH ProcessDirector helps minimize mailing costs by reducing human touchpoints and working to maximize postal discounts.

- Perform postal cleansing to update document addresses in Adobe® PDF and AFP files to minimize return mail costs.
- Presort mail electronically before printing to maximize discounts.
- Combine documents for the same recipient into a single mail piece.
- Pool documents with like properties to commingle and achieve optimal postage rates.
- Use business rules to keep mail pieces within a cheaper weight class.
Disparate systems can make hitting deadlines difficult. Manual effort is required to close gaps when systems cannot share information, driving up labor costs and negatively impacting service-level agreements. RICOH ProcessDirector was designed to simplify every step of the production output process.

- View and control jobs and output devices using a centralized browser-based system.
- Exercise document level control for jobs with AFP and Adobe PDF natively, without transforms.
- Obtain the highest level of integrity in a “touch-and-toss” environment, where users can discard damaged pieces without concern because RICOH ProcessDirector identifies which pieces are missing, resubmits them for printing and reconciles every job.
- Save time by expanding the ability to work with fully composed PDF files, using rules-based processing such as inserting different images for each customer or choosing premium paper for selected pages on select clients’ statements.
- Automatically process PDF jobs with a mixture of simplex and duplex sheets, eliminating click charges for blank sides.

ENHANCED OUTPUT MANAGEMENT

Improve Throughput, Increase Utilization of Equipment and Reduce Costs
RICOH ProcessDirector helps you deliver individual documents via a customer’s channel of choice by integrating their delivery preferences into production workflows.

“The newly redesigned RICOH ProcessDirector assists both print service providers and enterprise production teams in getting to the production information that matters to ensure the business can operate at peak performance.”

Pat McGrew & Ryan McAbee, 
Sr. Director & Director, Production Software & Services 
Keypoint Intelligence, InfoTrends

MULTI-CHANNEL DELIVERY

Manage Personalized, Multi-Channel Communications

RICOH ProcessDirector helps you deliver individual documents via a customer’s channel of choice by integrating their delivery preferences into production workflows.

- Interface with other web applications to fulfill a customer’s digital delivery preference.
- Ensure delivery regardless of channel preferences, even applying changes after workflow composition.
- Send email through an email provider as a step in the workflow.
- Read preferences changes from a file that can be updated from your company’s website.
Preprinted Forms Replacement
Print jobs on plain paper using electronic forms to avoid costs associated with preprinted forms.

Deadline Tracker
Track jobs based on expected durations. See when jobs are at risk of missing their SLAs.

Advanced Document Processing
Combine documents that have the same attributes into an efficient production job or a single mail piece.

Postal Automation
Achieve postage savings through extraction of address information for third-party software address-cleansing, optimized sorting and manifesting.

Inserter Management
Configure inserters as part of a workflow system to automate reprint management, track individual mail pieces, create and manage a materials library, and combine multiple components into a single mail piece.

Automated Verification
Scan unique barcodes on individual mail pieces to track items throughout production and automatically generate reprints for damaged or missing pieces.

AFP Support
Add AFP job- and document-level controls, as well as the AFP Indexer feature, without having to make changes to the source application that creates the job. AFP Editor is also available.

Archive
Archive jobs as a step in the workflow and use the search options to find a job, view it, reprint it or take other actions. Store the production history of each document, which simplifies research and audit-ready reporting.

Transforms
Manage and manipulate data with industry-leading transforms.

Online Backup
Keep production environments running while performing online backups to prevent lost work.

INTEGRATIONS & CONNECTIONS

Web Services Enablement
MarcomCentral® Connect

Avanti Slingshot® Connect
Ultimate Impostrip® Connect

Enfocus PitStop Connect
Electronic Presentment
RICOH ProcessDirector
SPECIFICATIONS AT A GLANCE

RICOH ProcessDirector is compatible with most standard operating systems and hardware. Check with your sales representative to determine compatibility with your specific hardware and software environment.

SYSTEM REQUIREMENTS

- 4GB or more RAM; if any document processing function is required, 12 GB is the minimum requirement
- 200 GB or more disk storage
- SLES 12 for x86 with latest service packs (64-bit)
- Red Hat Enterprise Linux (64 bit) 6.7 through the latest 6.x
- Red Hat Enterprise Linux (64 bit) 7.1 through the latest 7.x
- Windows Server® 2016 (64-bit)
- Windows Server® 2019 (64-bit)
- Google Chrome or Mozilla Firefox internet browser
- AIX Version 7.2 TL2 or above (64-bit)

SUBMISSION METHODS

- LPR
- File copy to hot folder
- Poll directories on secure FTP site
- z/OS® AFP Download Plus (with optional AFP Support feature)
- Download for z/OS (with optional AFP Support feature)
- REST and SOAP web services (with optional Web Services Enablement feature)
EXPECT A STRONG RETURN ON INVESTMENT

RICOH ProcessDirector addresses specific operating challenges to help teams gain more efficiency, productivity and profitability during every stage of document production.
NEXT STEPS

Speak with your Ricoh sales representative to request a demonstration to personally experience the impact RICOH ProcessDirector can make in your organization, or visit www.ricohsoftware.com to request a free software trial.