

RICOH Route Optimization Program



Go back to work sooner with a smart dispatch system

After you open a service ticket, you know help is on the way. And if you know when help will arrive, you can worry less, move on to other tasks and share the information with other people to put them at ease.

The RICOH Route Optimization Program removes uncertainty about arrival times. It consists of a mobile app for our technicians and a cloud-based dispatch and routing system. The system constantly analyzes trip variables, so we can predict accurately when the right technician will arrive with the right parts.

Know when your operations will be up and running

The Route Optimization Program takes into account routes, technician locations, technical skills, travel time, lunch breaks, parts restocking stops and other variables. Powerful big data analytics create the most efficient route and provide an accurate two-hour arrival window. Thereafter, the system continues to analyze the variables and adjust routing to maintain the arrival window—and benefits the environment by reducing mileage.

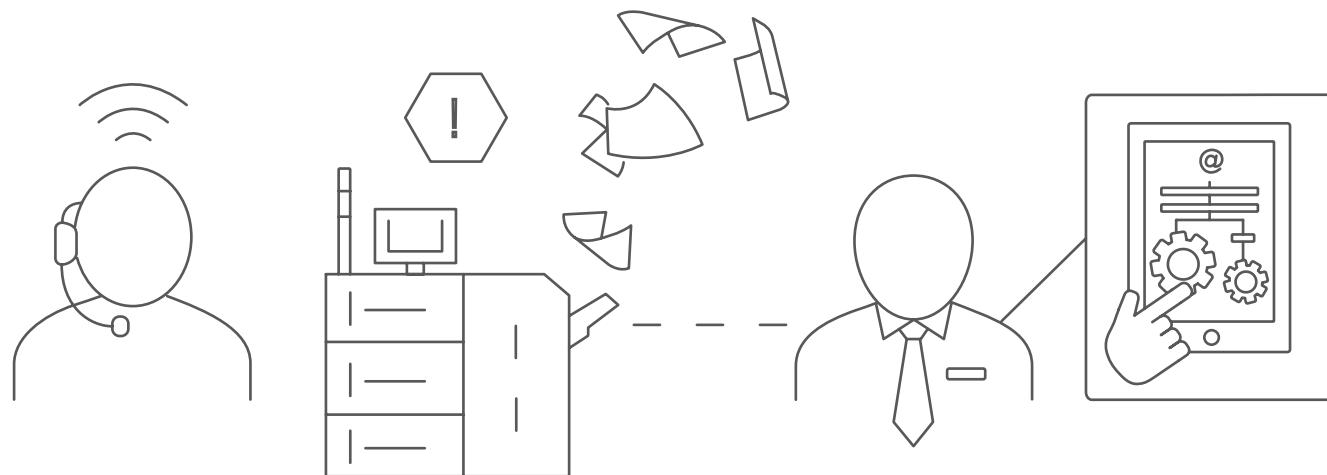
The system also tracks historical service data, adding to arrival window accuracy. For example, we'll know if your organization has strict security protocols for vendors, and we'll send a technician who has the proper clearance.

Peace of mind at no extra cost

Count on real-time collaboration and information sharing to keep you focused and productive:

- Make plans based on the technician's arrival time.
- Shorten service call duration.
- Spend less time on device management.
- Check status easily in MyRicoh or with the Ricoh support center.

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Expect a superior service experience

Technicians stay up to date on routing via the mobile app. Expect a call from the technician assigned to your service request to answer any questions you may have and to confirm arrival time. At any time, you can also check the status of your service request in MyRicoh or with the Ricoh support center.

While onsite, the technician may take photos or videos and share them with colleagues when additional insights are needed to resolve an issue in the shortest possible time.

At the end of the visit, you'll be asked to sign an e-form instead of paper. The information goes directly into the system, which updates service records immediately and emails you a copy if you request one.

Move on, knowing we're on top of dispatch and routing

We invest in technical services to help you run your business efficiently by:

- Putting the right solutions and resources in place
- Optimizing technologies across your enterprise
- Simplifying device management
- Saving your employees time with ongoing support

With the Route Optimization Program working behind the scenes, it's easier for you to make decisions based on solid information, not guesswork.

Activate @Remote

You may already use @Remote for automated meter reads, supply reorder notifications and green reports. Now it can do a lot more for you by providing data to improve your service experience with:

- RICOH Predictive Maintenance, which increases device uptime with pre-emptive repairs.
- RICOH Advanced Remote Mobile System, which saves time by enabling remote device troubleshooting prior to onsite visits.

If you don't use @Remote, [enrollment](#) is free and easy for eligible Ricoh and third-party devices.