

RICOH
Service Advantage

RICOH
imagine. change.

Technology Lifecycle Services



Customer expectations for service have risen

You know keeping your technology running effectively in the field is critical to customer satisfaction and loyalty; however, responding to service calls and managing support operations is an intricate process involving many disciplines and dedicated resources. Delivering next-level service to your customers can be a major challenge and investment.

A RICOH Service Advantage partnership can help you:

- Scale your customer support operations quickly
- Meet customer expectations for response time and quality
- Minimize equipment downtime with proactive support

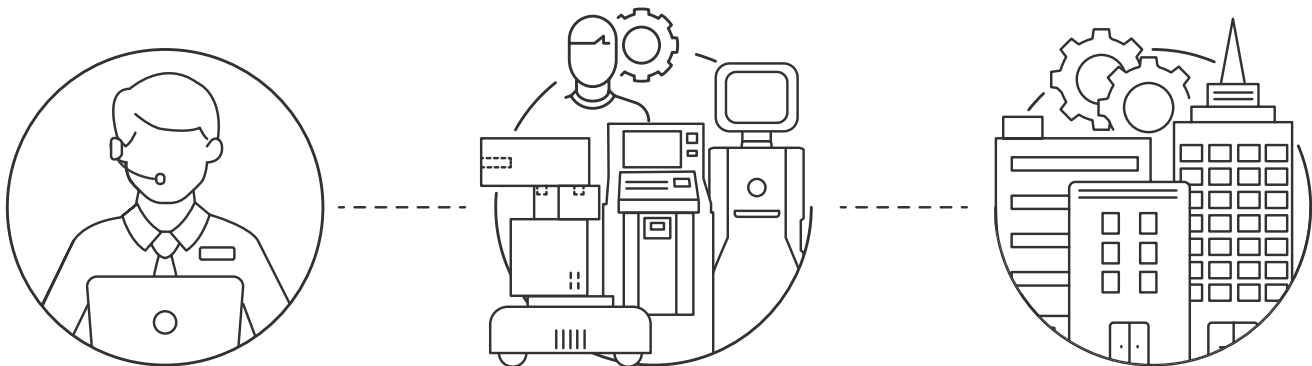
You innovate. We execute.

As a manufacturer and service provider for over 80 years, Ricoh has deep experience managing service operations and service delivery for electromechanical equipment technology. Ricoh's *Customer First* oriented field service technicians provide effective support for over 1.7 million devices in the U.S. today across many industries and regional markets. Focus your efforts on innovation and let us become your trusted OEM solutions partner to protect, manage and connect your technology equipment

Among customers surveyed, 97.2% report high levels of satisfaction with their interactions and experience with RICOH Technology Support Services.*

* Data collected via 2018 direct customer survey from 103,274 customer responses drawn.

RICOH Service Advantage – Technology Lifecycle Services



Make the right service call – partner with Ricoh

Business needs are continually changing. You require a service and support team capable of growing with you, with the flexibility to adapt to your technology innovations and your customers' shifting requirements. We have a solution to fit your customers' needs — whether it's closing the gaps in your existing service programs, or supporting your expansion plans.

Ricoh delivers an extensive support infrastructure with the scalability and flexibility to ensure your service needs are being met with a high level of customer satisfaction and experience.

Technology Lifecycle Services:

- **Planning and design** of service programs and evergreen practices that keep your equipment running smoothly
- **Transformation and adoption** of new technology with training and support for technicians and your end-users
- **Preflight configurations** before deployment
- **Implementation** and deployment of equipment
- **Periodic maintenance** and **break/fix** service delivered in the field, remotely, or via depot repair (as applicable)
- **Manage** equipment with **Ricoh XPress Support** for consistent offsite expertise directly connected to field service technicians
- **Retire and reclaim** equipment, or perform onsite retrofits.

Improving the customer experience:

Our **10,000+ Service Delivery professionals** provide nationwide coverage, capacity and capability to your customers on your behalf.

Ricoh Field Service professionals have certifications and experience working on a variety of technology equipment in enterprise environments. Continuous learning via the **Ricoh Learning Institute** gives them the ongoing knowledge and resources needed to help keep your business moving forward.

At our **Customer Experience and Engineering Center** in Tucker, Georgia, we invest in the latest techniques in computer-based training, diagnostics, knowledge management, and expert troubleshooting — providing our Field Services team with the ability to resolve complex technical issues quickly.

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www.ricoh-usa.com/en/serviceadvantage

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