

# EMPOWERING DIGITAL WORKPLACES

**RICOH**  
imagine. change.





# Work smarter with digital workplace solutions

Ricoh transforms the way people work with breakthrough technologies that help businesses innovate and grow. Our focus has always been to envision what the future will look like so that we can help prepare you for success. Today, that means empowering digital workplaces with our broad portfolio of services, solutions and technologies — helping you remove obstacles to sustained growth by optimizing the flow of information and automating antiquated processes to increase productivity.

## *Did you know?*

“By 2020, the greatest source of competitive advantage for 30% of organizations will come from the workforce’s ability to creatively exploit digital technologies.” \*

\* “Gartner Market Guide for Managed Print Services in the Digital Workplace.”  
Gartner, Inc. May 3, 2018.



# We have a history of transforming the way people work

**1936**

Began with photosensitive paper and expanded to imaging and cameras

**1974**

Developed first high-speed office fax machine

**1990**

Introduced fastest digital color printer at 15 pages per minute





## 2001

Released GlobalScan —  
first server-based solution with  
embedded MFP software

## 2014

Reimagined remote and onsite  
collaboration with release of RICOH  
Interactive Whiteboard D5500

## 2018

Empowered IT departments to prioritize  
innovation over infrastructure with  
Ricoh's Print Platform Cloud Service

### *Did you know?*

Ricoh Company, Ltd. has acquired more  
than 20 businesses over the past several  
years — contributing to the expansion of  
our services and production businesses  
and growth within specific industries.

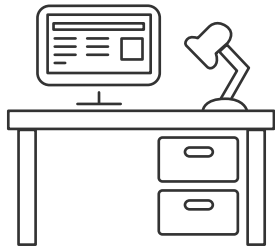
For a complete list of innovations visit:  
[ricoh-usa.com/en/innovations](https://www.ricoh-usa.com/en/innovations)



# Creating highly effective and productive work environments

Ricoh provides **digital workplace solutions** to more than 1.29 million companies worldwide.

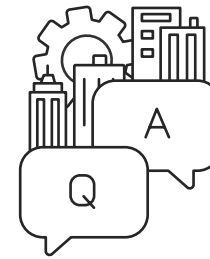
The digital shift is transforming the way people work, and businesses need to move fast to stay ahead of the competition and keep customers happy. We can help you work smarter, faster and more efficiently, get more value from your enterprise data, and innovate to stay ahead of — and even disrupt — the competition. The key to helping you succeed during this ongoing change is our evolving portfolio, which includes:



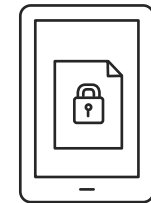
Workplace Productivity



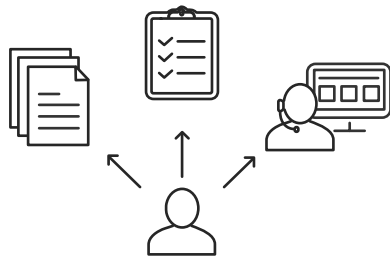
Enterprise Content  
Management &  
Workflow



Enterprise Support



Information Governance



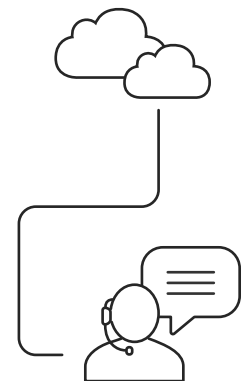
Business Process  
Outsourcing



Managed Print



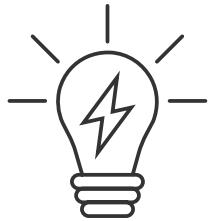
Customer Communications  
Management & Mail



Cloud & IT

# Our approach is different from other providers

When you work with Ricoh, you'll notice a difference.



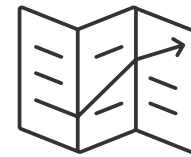
## **Proactive expertise**

We bring new, innovative ideas and a wealth of experience to every engagement.



## **Customer-first approach**

We focus on our customers' experience and success, always doing what's best for our customers as well as their customers.



## **Complete solution**

We provide the right combination of services, expertise and technology to meet your business goals.



## **Proven track record**

We have a long-standing heritage of optimizing and securing the flow of information, whether it's paper or digital.

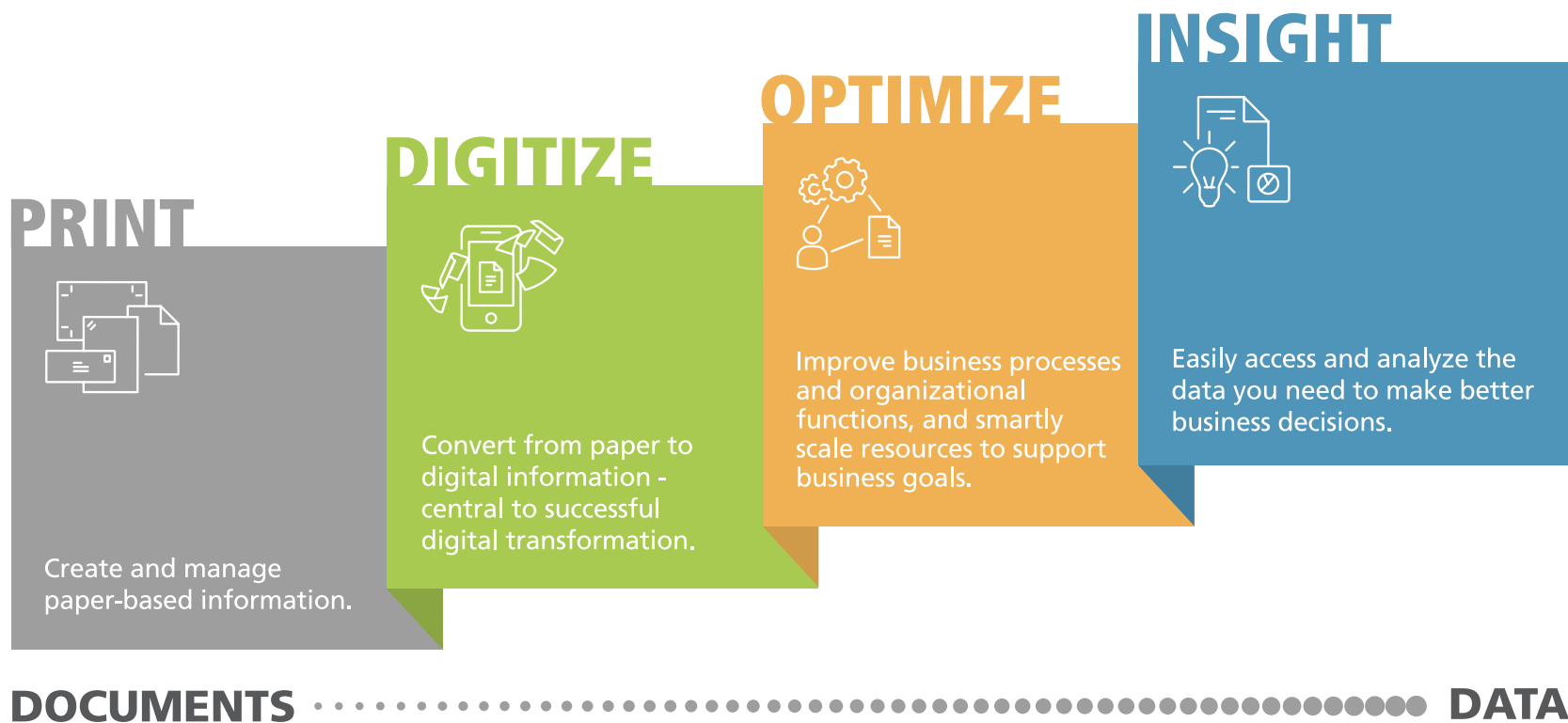


## **Global scale**

We provide the resources of a truly global company with the benefits of local expertise and support.

# Empower your digital transformation to drive business growth

No matter where you are in your digital transformation journey, it's important to support your growth strategy with initiatives that improve the customer experience and promote employee collaboration. Ricoh can help you get there by providing innovative ideas at every engagement, a customer-first approach that helps you meet your customers' needs and a proven track-record of optimizing the flow of business information.





## Improve employee productivity

With the right combination of solutions, expertise and technology, we can help you optimize the flow of information to increase employee agility and engagement by:

- Streamlining, automating and digitizing paper processes — reducing costs while improving the speed, accuracy and quality of data
- Building smarter meeting rooms with real-time collaboration and remote information-sharing solutions — reducing time spent in meetings and helping to support mobile workforces
- Implementing data governance strategies that ensure the right people have access to the right information at the right time — enabling faster decision making and protecting your sensitive data

By considering your specific industry requirements, unique business objectives and competitive considerations, we can put together a specialized Ricoh consulting team that can assess where you are today and help get you where you need to be in the future.





## Improve the customer experience while reducing costs

We can help take non-core business operations off of your hands by taking over functions, including mail room and print center workflows, and reception and administrative tasks — saving you money while freeing your team to focus on more ways to serve your customers better.

From data capture to delivery, we can help you:

- Streamline document composition and simplify electronic bill presentment and payment.
- Increase customer engagement with personalization and preference management.
- Rapidly deploy, manage and optimize your websites and customer-facing digital content.
- Establish, manage or outsource a high-performance production print and/or mail operation.

### ***Did you know?***

Ricoh recently helped a major aerospace manufacturer eliminate mail compliance fines and reduce costs by \$25,000 a month.



# Work toward a sustainable future

Our commitment to environmental conservation has been woven into the DNA of our manufacturing, logistics, product use and final disposal processes. With our sustainable practices, we can help you advance your green initiatives through eco-responsible procurement, recycling programs, paper reduction and output optimization.

Learn more: [ricoh-usa.com/environment](https://www.ricoh-usa.com/environment)

## *Did you know?*

Ricoh is committed to achieve zero greenhouse gas emissions by 2050.

Ricoh President & CEO Jake Yamashita outlined this and more during a speech at the Climate Week NYC opening ceremony in September, 2018.

- **Named ENERGY STAR® partner of the year three years in a row**
- **Listed among the 100 most sustainable corporations in the world 10 years in a row**
- **Active member of the RE100 and included on the 2017 Climate A List by CDP**



# Stay ahead of the digital curve

We continually invest in ways to help you stay ahead of the digital curve — so you have the solutions you need to keep your business forward-focused. Today, we're working with universities, research institutions and enterprises to help resolve social issues and contribute to industrial progress with the advancement of new technologies.

- **50,000+** patents held worldwide by Ricoh Company, Ltd.
- Ricoh Company, Ltd. invests approximately 5.6% of consolidated sales in R&D each year\*
- Ricoh Company, Ltd. has R&D sites in the **United States, Japan, India and China**\*
- Ricoh Commercial and Industrial Printing holds more than **200** technology patents

\* Source: "Creating Value: Ricoh Group Sustainability Report 2017."  
The Corporate Communication Center and the Sustainability  
Management Division of Ricoh Company, Ltd. 2017.

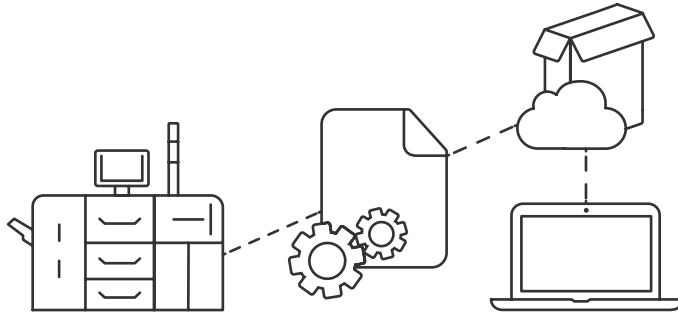


## Here are a few projects we're working on:

- Development of information-gathering drones in large facilities that can't receive GPS signals with the University of Tokyo and Blue Innovation Company, Ltd.
- Research and development of biomagnetic measuring systems for neural activity with Kanazawa Institute of Technology and Tokyo Medical and Dental University
- Participation in a project led by the Japan Agency for Medical Research and Development to support tissue engineering with 3D bioprinters

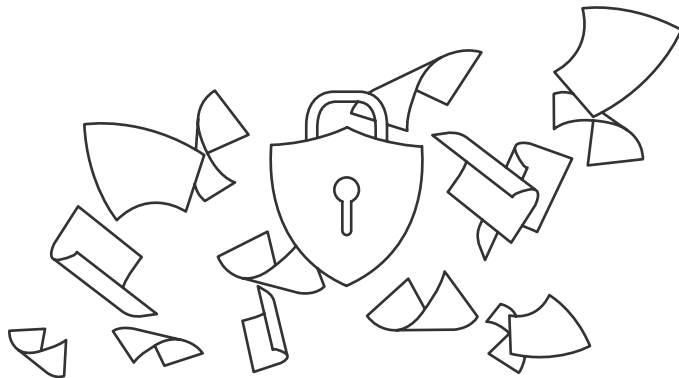


# Help protect proprietary information



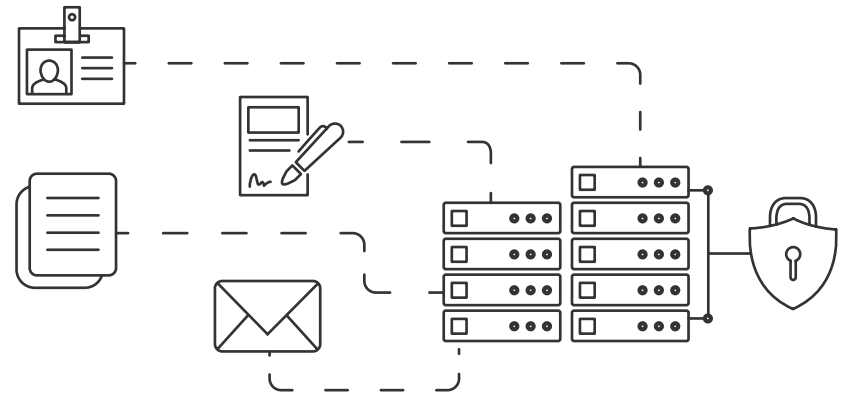
## Services

We help safeguard your sensitive data — improving your ability to stay compliant with regulatory agencies.



## Device security

Our devices are designed, manufactured and implemented with security as a core requirement.

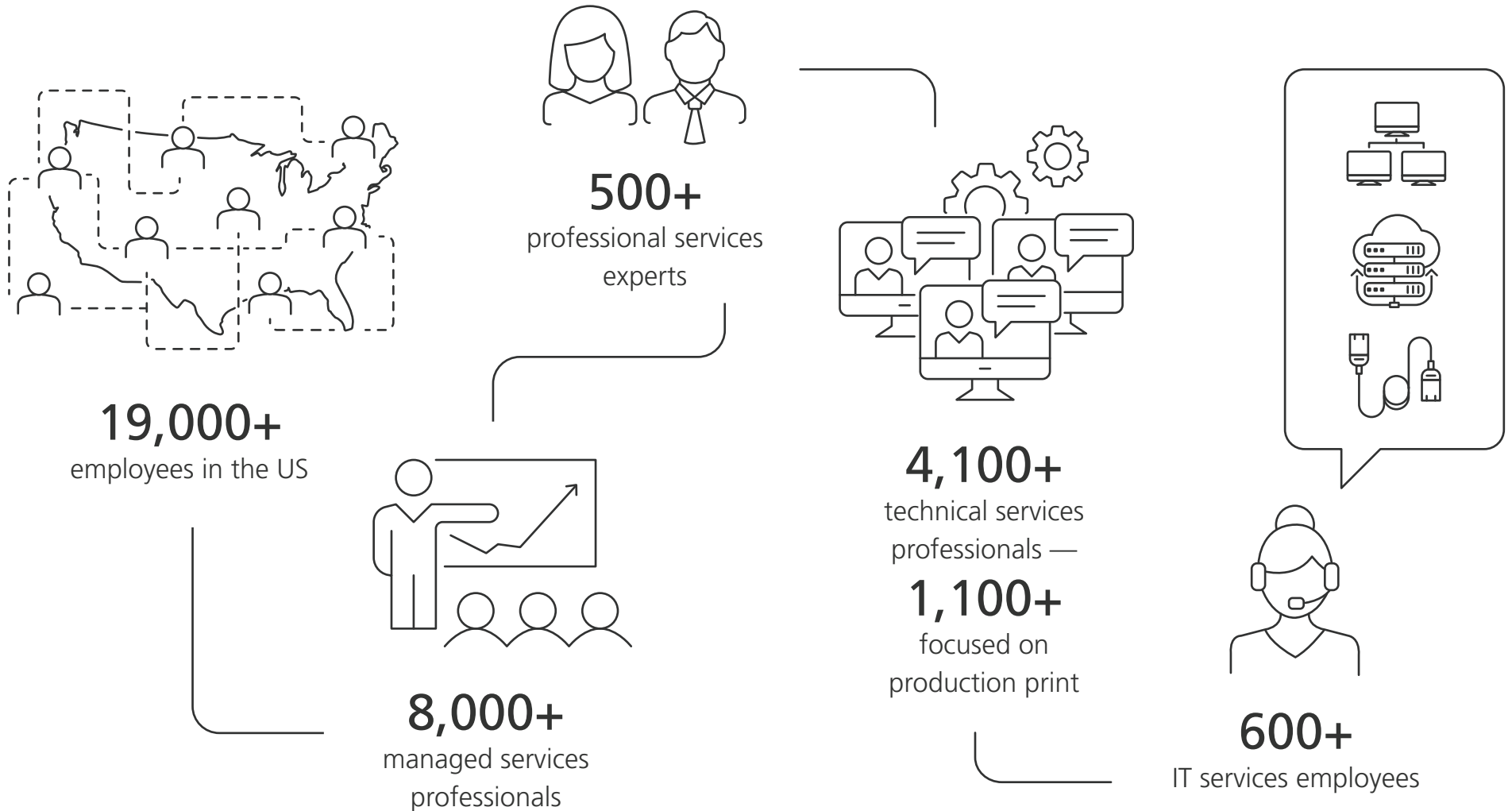


## Document & information security

Software that operates on our devices — or in conjunction with our devices — helps to deliver intended productivity benefits without creating security gaps.

# Scale your business with confidence

People are at the heart of everything we do. That's why we provide skilled resources to help you scale and support the growing demand of your customers. Here's a snapshot of the dedicated people we can put to work for you:



# A highly responsive team dedicated to your success

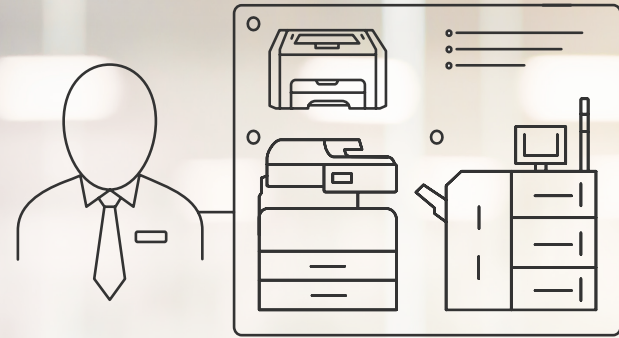
To keep up with mission-critical business, you need to maximize uptime. Ricoh's Technology Services team can help you:

- Put the right solutions and resources in place.
- Optimize technologies across your enterprise.
- Simplify device management for employees.
- Save employees time with proactive support.

With **Predictive Maintenance**, we take a proactive approach to maintaining your equipment and software to help save your employees time. We can access data remotely for quick diagnoses — so we can arrive prepared and get you up and running faster.

## ***Did you know?***

Among customers surveyed, **96%** indicate high levels of satisfaction with Ricoh's Technology Services.



We provide a variety of tools to simplify device management and enable your employees to work more productively:



On the web



On the phone



On your devices



Onsite





## Relationships built on a foundation of trust

“Ricoh...wants to be our partner and solve our problems. Ricoh is a straight shooter that has vastly improved our organization’s information management.”

**Jason Bullock**

Executive Director of Global IT Infrastructure and Support  
BDP International, Philadelphia, PA

“Ricoh was phenomenal. They improved our suggested schedules, even though the volume of documents far exceeded our original estimate. They did a great job for us.”

**Paul Heuvel**

Vice President of Billing Center Operations  
Apria Healthcare

“Having a partner that understands and is invested in your strategic direction – and wants to see you be successful – was a critical component of choosing a team like Ricoh.”

**Jon Rever**

Assistant Superintendent  
School District 23, British Columbia

“We knew Ricoh had the extensive experience and expertise to improve document management and environmental sustainability for the greater OSU community.”

**Ari Grossman-Naples**

Associate Director of Printing and Mailing Services  
Oregon State University

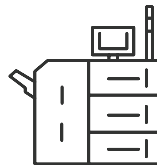
# Leadership awards over the years

Over the years, Ricoh has been recognized for our commitment to supplier diversity, customer experience, innovative technologies, social responsibility and environmental sustainability.

## Innovation & Design



**BLI Pacesetter**  
in MFP Platforms and  
APP Ecosystems  
2017-2018



**German Design Award**  
for RICOH MP 2555 series  
digital monochrome  
multifunction printers | 2018



**CES Innovation Award Honoree**  
for Ri 100 Direct to  
Garment Printer by CTA  
2018

## Corporate Social Responsibility



**Most Environmentally  
Responsible Company  
of the Year**  
Best in Biz | 2017



**Best Veteran Hiring Award**  
Coalition for Government  
Procurement  
2018



**Top 20 Organization  
Diversity Councils**  
Association of ERGs  
and Councils | 2017



Consistently recognized as a global market leader in **managed print, document workflow and security solutions and services** by Gartner, IDC and Quocirca:

### Gartner Leader

for Managed Print & Web Services  
2013-2018

### Quocirca Leader

for Managed Print Services  
2013-2018

### IDC Leader

for Managed Print Services  
2016-2018

for Managed Workflow Services  
2017-2018

for Security Solutions and Service  
2017

for Smart MFP  
2015 and 2018



**Work smarter** with Ricoh  
[ricoh-usa.com](http://ricoh-usa.com)



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imagine. change.

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Ricoh USA, Inc., 70 Valley Stream Parkway, Malvern, PA 19355, 1-800-63-RICOH

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