Focus on Forward
Beyond a direction, forward is a mindset.

When we look beyond today, this quarter, this year — toward more distant horizons, we see what’s really important: a future bright with possibilities.
At Ricoh, we believe that by transforming information into actionable insights and freeing people to focus on creating value, we can unlock the potential in every business.

As the way we communicate, collaborate, and create evolves, the need for simple, secure, and sustainable solutions becomes more apparent each day.

That’s why we bring people and technology together to simplify complexity, clarify direction, tackle obstacles, and help you uncover opportunity.

So you can focus on forward.

*That’s the Ricoh experience.*
Reflecting on recent events, the one thing I see clearly is the pace of change accelerating dramatically. For businesses around the globe, the ability to remain agile and effectively utilize digital information is the game changer.

Today, we’re witnessing a metamorphosis. Information is now unanchored from physical place. This trend has gathered momentum over the past decade, and the digital winners—from Amazon to Netflix—dominate the conversation.

So, how do you keep up? How can forward-thinking companies fuel growth, best harness information, stand out from the crowd, and generate sustainable revenue?

Having been in business for over 80 years, Ricoh’s expertise spans information management in all its forms: from digital services to commercial and industrial printing, photography to bioscan imaging, and from 3D additive manufacturing to the cloud.

Flexibility and innovation are at the heart of Ricoh. Developing solutions to ever-emerging challenges is what drives us. Our people are passionate about applying their insight and experience in the service of our customers. And we know that for your business to remain relevant today you need to be more adaptable than ever.

By calling on resources from every corner of the globe, we have assembled the best team of experts in the industry. Our wealth of expertise delivers information management and digital services in an integrated and holistic portfolio of solutions.

Expanding our capabilities means we continue partnerships with best-in-class companies like IBM and Cisco. And we continue pursuing strategic acquisitions in arenas such as document workflow management and security to ensure we stay on-point, ready to meet ever-changing needs.

Last year, I made learning more about our customers a strategic imperative and built the “voice of customer” into R&D decision-making. By listening to you, our customers, in diverse industries from healthcare to finance, we deliver our platform of solutions covering the value chain from end-to-end.

Understanding how businesses run is what we do best. We invite you to join us and be part of this exciting journey forward.

JOJI TOKUNAGA,
President and CEO
Complexity is a natural byproduct of growth and change in business. In order to continue moving forward, we must constantly seek to radically simplify.

Simplifying Complexity
Today’s world generates reams of data every second—from smartphones to smart objects, to smart offices. Harvesting and organizing volumes of customer, market, and internal data presents challenges—and even when you manage to cut through the clutter, usable insights often prove elusive. Data should flow seamlessly throughout an organization, informing decisions at all levels. But without the right systems in place, achieving a single view across lines of business with departmental and siloed data sets feels impossible.

Meanwhile, greater mobility for employees and customers, improved productivity, and rationalized costs place increasing demands on every industry. Optimizing information for business success is essential—and starts with organizing your data for action.

If you cannot clearly see the way forward, how can you lead?

90% of generated data is unstructured.¹
Bringing Agility to Workflows

With the world moving at an ever-quickening pace, building a resilient and agile work experience is on the agenda for most companies. Hybrid workers need the right information at their fingertips at all times—wherever they’re working—to be productive.

Adopting a holistic approach connects your team to the information they need when they need it, throughout your organization. As a leading provider of Workflow Solutions, our vast experience in helping companies manage their information across a full spectrum of industries enables us to quickly understand any situation and work to solve unique end-to-end challenges.

Beyond digitizing paper-based documents, optimal workflow solutions cut through the clutter and streamline your operations. These information solutions drive top-line growth and innovation, freeing up resources for higher-value tasks. Ricoh’s Intelligent Business Platform is a scalable cloud-hosted ecosystem to harvest all your disparate data into a centralized information system. One that grows and adjusts as your business evolves providing actionable insight and simplifying the way employees connect with customers.

50% of structured repeatable tasks will be automated by 2024²

One area making progress against these challenges is Customer Communications Management. Innovative technologies make it possible to unite customer touchpoints in a way that is streamlined, coordinated and categorized so you can share one view across your organization. The benefit is improved efficiency. Faster, more personalized service, fewer mistakes, and better communication across all touchpoints lift customer satisfaction and loyalty.
The path forward is seldom straight. Anticipating challenges, encountering new information, and smoothly adjusting course is critical to moving forward.
The highly regarded Baltimore law firm, Kramon & Graham P.A., needed help to determine if important evidence was “wiped” during a bankruptcy proceeding. They suspected the debtor was concealing assets but had destroyed the data necessary to prove it.

Ricoh’s Digital Forensic Service was able to demonstrate that massive destruction of electronically stored information had occurred. Years of potential litigation were avoided and a default judgement of $8.5 million was awarded. Not only was the case accelerated but the law firm avoided the time and cost of a typical comprehensive eDiscovery process.

Our skills proved valuable inside the courtroom as well as in the laboratory. One of our experts provided testimony, spending a week at the trial and also assisting the law firm to formulate questions to debunk the defense.

F O R E N S I C A N A L Y S I S

Every day, new risks emerge around how information is transmitted, stored and managed. As data in all forms grows and fragments, governance becomes more challenging.

From security breaches to strengthening regulation and avoiding reputational damage, understanding and limiting your enterprise’s risk exposure can be difficult. With data breaches on the rise globally—skyrocketing to an average cost of $8.64m in the US—having top security in place without creating barriers to information accessibility is essential.

We’ve honed our expertise serving customers in highly regulated industries, seamlessly and securely gathering, storing, then sending data on to relevant stakeholders. Our Information Governance services help you protect valuable information and remain compliant while reducing risks.

O V E R C O M I N G O B S T A C L E S

1. Take a risk-based approach to prioritizing your security needs. Focus on high-risk areas and make sure they’re realistic and tangible.
2. Employee education is critical. Find ways to communicate that are engaging and resonate. Always answer the question: “What’s in it for me?”
3. As more operations shift to the cloud, ensure you are shifting your security and governance programs as well. The tools, processes, and responsibilities are frequently different.
4. Ensure you are reviewing the security and risk associated with partners and third parties. You’re only as good as your weakest link.
5. Don’t forget the basics! Staying current on patching and remediating vulnerabilities go a long way to protecting your environment.

Ricoh’s Top 5 Security Tips from David Levine

Staying Vigilant

Navigating the Information Security Landscape
The increasing connectivity of users and devices combined with the need to protect enterprises as they constantly change applications creates new difficulties for technology managers. Ricoh has integrated Cisco’s industry-leading threat intelligence and monitoring, so you can create digital workplaces that safely bring together people and intelligent machines to enable smarter ways of working.

SECURING THE CLOUD

In 2019, we partnered with Cisco to secure cloud-based services that meet the challenges of today’s complex and dynamic IT environment.

Ricoh handles mission critical and highly sensitive information for hundreds of thousands of companies worldwide.

From secure data collection using our proprietary digital services—on-site, remote, and at our certified forensic center—to analyzing the value of your data assets and providing encrypted storage, we can safeguard your information management. You can then operate more securely, while we lower the TCO of your data resources.

With remote and hybrid modes of working now the norm, the risk of a breach is exponentially greater. Home and public networks are notoriously easy to hack and working remotely can lead to lax file saving and sharing. We’ll help you to monitor and control your entire environment by implementing a suite of cutting-edge IT security layers so you can conduct commerce wherever work takes place.

Internal actors are perceived to be the greatest threat to an organization’s security, yet 70% of breaches are by external attackers.

Turn Risk Into Advantage

In 2019, we partnered with Cisco to secure cloud-based services that meet the challenges of today’s complex and dynamic IT environment.
Uncover deeper benefits by intelligently sifting the most critical information from among oceans of data. Let insight propel you forward.
With the right systems and tools, the prospect of extracting value from massive amounts of information should be illuminating, not intimidating. Every industry stands to benefit.

The first step is harvesting the up to 90% of your data that’s unstructured—everything from documents to emails to social media content. By deploying an enterprise content management service, you can capture, store and manage company-wide data.

Centralizing your enterprise content creates new workflow efficiencies, accelerates speed to market, and powers inventory optimization. All while reducing downtime costs and creating the ability to dive deeply into the data to uncover insight.

You need a provider with a full range of professional services and analytics solutions who knows the right questions to ask, ensuring analyses are aligned with your core objectives and can measure the right KPIs to ensure progress. Our powerful and proprietary online Business Intelligence Tool visualizes and shares data models to your key stakeholders, putting you in control.

“We are proud to partner with Ricoh. Their dedication to getting information where it needs to be, when it needs to be there, and in the format it’s needed, has been a major asset to our business and team.”

Catherine Carlson
Senior VP of Revenue and Strategy
Philadelphia Eagles
In addition to internal systems, data floods modern enterprises from all customer touchpoints. One industry that has long held enormous reservoirs of customer data is retail banking.

The opportunities for banks to deploy advanced processes are seemingly limitless, as long as they are rolled out with customer sensitivities in mind. Using advanced analytics, banks are building new customer behavior models incorporating unstructured data from call centers, social media, and geolocation in combination with transaction-level data to create entirely novel experiences. More personalized understanding of their customers has led to greater customer satisfaction.

With over 5,000 banks competing for share in the US, it’s little wonder that customer experience has become a key differentiator. But customer acquisition and retention are fundamental to all businesses. In our competitive world, attracting and keeping customers necessitates that all your business processes run at their optimum.

**Benefits**

For Salmon Arm Savings and Credit Union (SASCU), a community financial organization in British Columbia, we sped up the mortgage renewal process to save members and staff valuable time, bring consistency across locations, and simplify regulatory compliance. SASCU was recognized for innovation that drove its business forward, receiving the “Digital Transformation AmpliFi Award.” Internally, the achievement was also acknowledged, as staff in other departments became eager to improve their workflows, too.

Our flexible platform means that the entire SASCU enterprise can think strategically about their technology future.

**CASE STUDY**

**Award-winning Transformation**

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*By 2023, digitally transformed enterprises will account for more than half the world’s GDP.*)
Every day, our dedicated employees engage directly with our customers—often embedded within their organization or connecting using innovative remote tools.

At Ricoh, we foster a company culture of inquiring minds to help you quickly get the answers you need, when you need them—combined with the practical skills to put them to work.

Our global experts in information management and digital services implement the latest research to devise forward-thinking solutions. On the front lines, our exceptional problem solvers are equipped to analyze your unique situation and guide you to sustainable profitability. We continue to build a robust and full-featured business platform by integrating innovative technologies and solutions in a configurable stack to meet your most critical business challenges. And we engage leading industry technology partners to complete our ecosystem of managed service solutions.

Intimately knowing the businesses we serve means the solutions we provide aren’t superficial. We’re long-term partners.

With over 1.4 million customers worldwide and many engagements spanning decades, we’ve seen every type of business challenge. Beyond software and hardware, we understand how people work. That’s why we can help you to better enhance your competitive advantage.

We continue to expand our technological expertise and innovation through R&D and strategic acquisitions. Recent technology additions have bolstered our offering in cloud, AI, data centers, network infrastructure, and video conferencing.

Our purchase of DocuWare—the market leader of content management software—demonstrates how these investments continue to deliver value to our customers. DocuWare has propelled Ricoh to the forefront of cloud-based document management and workflow automation. Customers seeking information management now experience an incredibly robust solution.

We’re deploying our expertise to build a Class II Medical Device manufacturing site that is fully integrated into a clinician-centric end-to-end solution that creates patient-specific anatomical models for use in patient education and consent. These state-of-the-art models are intended to improve surgeon-patient communications and experience. Complex MRI and CT scan data will be segmented and converted to a 3D print file and sent directly to Ricoh for our additive manufacturing experts to print a precise lifelike 3D model of a patient’s anatomy.

Our turnkey solution’s subscription-based approach is making this technology widely accessible to healthcare professionals and hospital systems.

Bringing the best technologies and expertise together in the service of people is what we do best.
SOCIAL RESPONSIBILITY

People, Prosperity and Planet

Resolving social issues through business is vital for ensuring a sustainable future. When we leverage the power of business we can—and do—make incredible strides to advance the greater good. This mindset is nothing new at Ricoh. We believe it’s simply the right thing to do.

Ricoh is committed to achieving the UN’s Sustainable Development Goals and we are a signatory of the UN Global Compact. As the first Japanese Company to sign RE100, we aim to source at least 30% renewable energy by 2030, and switch to 100% renewable energy by 2050.

By helping people become more creative with innovative digital technologies and services we are enhancing the quality of life of both employees and customers, while boosting productivity, results in increased prosperity. Empowering digital workplaces also yields reduced emissions through cloud usage, remote collaboration tools, and smarter technology.

Working together goes beyond sharing technology’s benefits. We actively support a wide variety of social initiatives such as our ongoing global participation in International Women’s Day promoting more inclusive and gender-balanced workplaces. And in 2019, Ricoh joined the Business for Inclusive Growth (B4iG) coalition to further tackle inequalities.

Diversity brings a broader range of viewpoints into the conversation. Our partnerships with efforts including Wounded Warrior Project, Hiring Our Heroes, and Military Makeover: Operation Career have helped many service members transition to civilian life.

A dedication to people, our society, and a passion for work are the tenets of our company. At Ricoh we believe that it’s only by acting today that we’ll have a better world tomorrow.

THE RICOH WAY

The feeling of being part of a larger community is essential at Ricoh. Kyoshi Ichimura formulated our Three Loves founding principles in 1946, and we still live and breathe them today. Our people are passionate about helping our customers succeed while supporting our precious planet. We deliver on our Three Loves each and every day.

“Love your neighbor”
“Love your country”
“Love your work”

ENERGY STAR Partner of the Year for 5 consecutive years
$12 million raised for United Way
Included in the FTSE4Good Index since 2003
We live in a world teeming with information. What sets successful companies apart is how they connect to it, use it, and innovate with it. Creating the mindset where you see information as a resource rather than an operational challenge requires a journey.

Simplifying your technological ecosystem results in greater clarity, allowing you to chart a course forward, where impediments to success become easier to navigate. You can then surmount external challenges—whether regulatory issues, security threats, or market forces—and evolve to a new state where you can focus on sustainable growth through new opportunities.

Fortunately, wherever you are on this journey, you don’t need to take it alone. When you partner with Ricoh, you’re traveling with an experienced team who know the terrain intimately. Our deep understanding of business, innovative thinking and cutting-edge solutions allows you to focus on forward.

Learn more about how our approach and services can help your business focus on forward. 

ricoh-usa.com/forward

Ricoh combines the best digital solutions with the brightest people in information management to steer your business evolution. In helping over 1.4 million companies worldwide create a sustainable competitive advantage, we continually uncover new approaches and fresh thinking for all our customers.

• Cloud & IT Services
• Document Outsourcing Services
• Content & Workflow Services
• Customer Communications Management
• Information Governance
• Device Lifecycle Services
• Workplace Services
• Managed Print Services
• Production Printing

US Fortune 500 served
1.4m customers worldwide
51,000 global technology patents
200 countries and regions
500 international contracts
90,000+ employees across the world

For our customers whose businesses are print, we work tirelessly to help ensure the highest levels of sustainability. When using Ricoh production print technologies, energy consumption is lowered by double digits, workflows are optimized and Ricoh-manufactured inks are environmentally friendly—all helping to assure that what’s good for the environment is good for moving businesses forward.


US and global company statistics shown throughout are accurate as of March 2020. Copyright © 2020 Ricoh USA, Inc. All rights reserved.