RICOH
Service Advantage

Executive Brief

More
Than
Print

You innovate. We execute.

A RICOH Service Advantage partnership helps expand your services, customer satisfaction and markets, not your overhead. We provide an established and extensive support infrastructure to Manufacturing OEM's with the scalability and flexibility to ensure your service needs are met with a high level of customer satisfaction and experience. **Expand your business with confidence!**

Gain support coverage, capacity and capability for your organization. For more than 80 years, we have been expanding our geographic reach, developing a professional field services operation and growing into one of the world's largest technology service providers. Our consultative approach helps you discover the best allocation of your resources—from closing the gaps in your product lifecycle management to supporting new program execution.

SUPPORT FOR TODAY'S TECHNOLOGIES

| INTELLIGENT DISPENSING | AUTOMATED RETAIL | CURRENCY MANAGEMENT | AUTOMATION & ROBOTICS | ADDITIVE MANUFACTURING |

RICOH
imagine. change.

Create a clear path for growth

You'll find it easier to focus on innovation when you have a trusted partner who can support your equipment with a high level of service and a customer-first approach.

Your business is thriving, and you're ready to expand into new markets. Investing in the future growth of the business requires significant time and capital. It can be challenging to support new business programs at scale without impacting your current operational capability and existing resources.

Whether you are already a global leader, an emerging technology company, or a portfolio manager looking for accelerated operational scale, RICOH Service Advantage is your partner of choice. Leverage our existing global infrastructure to your competitive advantage.

Leverage our knowledge and people to support your customers

Face-to-face with customers in approximately 200 countries and territories

With more than 17,000 skilled technicians worldwide, it's likely that we already do business in the markets where you're ready to expand. Our service professionals understand the business concerns of your customers in these markets.

Trusted company with a global reach:

- Founded in 1936, Ricoh has been in business for more than 80 years
- We employ 92,000+ employees worldwide
- 3,500+ U.S. field service professionals
- Many of our technicians have advanced certifications including: A+, Net+, MCSE and Mobility+, CompTia, Security+
- ISO27001 standard for information security achieved worldwide
- A leader in driving sustainability for our future and a member of the United Nations Global Compact (UNGC) since 2002

Technology Lifecycle Services

You make innovative technology. We'll keep it running.

We offer a program of core Ricoh technical and customer support services directly to OEM's to service their equipment client-side.

We are a trusted partner providing service on more than 1 million+ devices nationwide and can help extend the coverage, capacity and capability of your business.

- Equipment install and setup
- Onsite break/fix and periodic maintenance
- Customer and end-user training
- Help desk and call center services
- Remote management and monitoring

TECHNOLOGY LIFECYCLE SERVICES

- Evergreen Practices
- Transformation & Adoption
- Plan & Design
- Configure
- Deploy & Implement
- Support & Maintenance
- Manage & Control
- Retire & Reclaim

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