

RICOH Service Advantage

Service Solutions for
Automation and Robotics

RICOH
imagine. change.



A clear path to accelerated and controlled growth

The adoption rate of your automation technology is accelerating. You're ready to expand into new markets, or scale-up to support your customers but are concerned about the challenges of rapid expansion. Your business doesn't just need innovative technology; it requires additional expertise and resources to deliver exceptional customer support. RICOH Service Advantage allows emerging technology organizations like yours to leverage our vast infrastructure. Establish a support network quickly while keeping up-front capital investment to a minimum.

Use RICOH Service Advantage to:



- Offer your customers fast, effective and professional service support
- Rapidly address gaps in service capacity, capability, and coverage
- Speed-up time to market while controlling investment costs
- Identify and facilitate strategic partnerships and opportunities
- Concentrate resources and attention on core business activities



Deliver next-level service to your customers

We are one of the world's leading technology and managed service providers. Partner with us, and you will gain more than 80 years of professional field service experience. Our extensive market knowledge and service network will enable you to accelerate your expansion plans. RICOH Service Advantage offers a flexible framework with innovative service delivery methods and channels. Our consultative approach will help you engage services that meet your requirements and provide a positive user experience for your customers.

Leverage our infrastructure

To successfully expand into new markets, you need to rapidly scale your operation while adhering to local compliance and governance regulations. You can count on us to help you navigate those requirements. Our global service networks cover North America, Latin America, Europe, and Asia. Wherever you take your business, you will find that Ricoh is familiar with the local business practices and can get your operations up-to-speed quickly.

- Support from a U.S. team of 10,000+ qualified, experienced service delivery personnel
- Unique service delivery programs, including onsite Resident Tech and Tiger Teams
- Access to our global service network of 17,000 field service resources worldwide
- Scalable technical support and training services, tailored to meet customers' needs
- Expertise in emerging markets and new technologies, including additive manufacturing and robotics

Focused on the advancement of automation and robotics technology

Advancements in robotics and automation are driving efficiencies throughout global supply chains. We employ robotics technology in our production facilities, and we provide support services to partners with automation equipment deployed in a variety of markets, including manufacturing, healthcare, last-mile delivery, retail micro-fulfillment, security, and other markets.



Serving evolving customers

With customers reliant upon your mission-critical technology, it is imperative to provide exceptional customer support. From the initial deployment to the timely arrival and expert intervention of a field-based technician, your customers expect fast and professional service. We have the people, the platform, and the expertise to deliver that support on your behalf.



Our scalable solution is a perfect fit

We have an established service operation that delivers a complete portfolio of Technology Lifecycle Support services. With RICOH Service Advantage, you can take advantage of any or all of our lifecycle services: including project management, training, service design, deployment, field service management, supply chain management, depot repair service, help desk services, remote support, retirement and recycling, reporting, and billing. We're a trusted partner who enhances your business growth.



Why choose us?



Capability

We already service more than 1 million+ customer devices across North America



Collaboration

We will align and develop our services to meet your business needs



Coverage

Our global service network is compliant with local regulations



Complementary

Our services complement yours. We are brand and platform agnostic

You innovate. We execute.

RICOH Service Advantage uses our core strengths: people, processes, and technology to help automation and robotics businesses gain a competitive advantage. Our services are carefully aligned to your business needs and designed to build the capabilities needed to create customer satisfaction, retention, and scale. Whether it's executing on your current plan or creating a new product implementation strategy, we're a fully aligned partner helping businesses create a clear path for growth.

RICOH Service Advantage in action: Call Management



Fetch Robotics develops collaborative Autonomous Mobile Robot (AMR) solutions for the warehousing and logistics markets. FetchCare leverages the FetchCore Cloud Robotics Platform, Fetch Robotics' unique cloud-based software platform, to remotely resolve issues. Ricoh executes FetchCare, Level 1 services (incident/event monitoring) and Level 2 services (remote resolution and field service). The partnership ensures that Fetch Robotics worldwide customers can engage support around the clock.

RICOH Service Advantage in action: Resident Techs



A large grocery retailer uses automated micro-fulfillment technology to facilitate online grocery pickup orders. The system, manufactured for the retailer by a partner company, is supported by RICOH Service Advantage. Ricoh's dedicated resident technicians work onsite at the store adjacent facility, and help the retailer expedite customer orders by ensuring that their automated fulfillment systems are maintained and in good working order.

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www.ricoh-usa.com/en/serviceadvantage

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