

The Complete Guide to Choosing Business-Class MFPs and Printers



Introduction

For many growing businesses, print is still a source of complexity. Multiple device types, rising supply costs, and growing IT demands make it difficult to manage print environments effectively. Add in hybrid work, security requirements, and sustainability goals, and it becomes clear that a more coordinated approach is needed.

That's why more organizations are investing in scalable, integrated solutions:

76% of companies

expect paper digitization to be a business imperative by 2025, fueling demand for smart Multifunctional Printers (MFPs) that bridge digital and physical workflows.

- Quocirca, Print 2025 Report.

Why this guide matters

Whether you're refreshing existing hardware or planning a broader digital transformation, understanding your print environment is key to making the right investment.

This guide will help you:

-  Identify business factors that influence your purchase
-  Match device features to your operational needs
-  Ask the right questions when evaluating vendors
-  Choose the device and ecosystem that aligns with your goals

Business Considerations

Investing in a multifunction printer (MFP) is more than just choosing a device—it's about selecting the right tool to support your team's daily work and future growth. The right MFP can improve productivity, reduce operating costs, and give your business room to scale without adding complexity.



8 Business Factors That Influence Your Print Strategy:



Total Cost of Ownership (TCO)

Look beyond the sticker price. Maintenance, supplies, service contracts, and energy usage can add up quickly. Hidden costs like unplanned repairs, downtime, and excessive energy use can quickly outweigh a low upfront cost.



Security Features

With rising concerns around data privacy, choose devices with secure print release, user authentication, data encryption, and regular firmware updates. Look for models that meet key security certifications to help reduce risk.



Scalability and Flexibility

As your team grows and shifts—especially in hybrid environments—your print setup should keep up. Compact MFPs with cloud connectivity, mobile printing, and centralized device management help simplify operations across locations.



Digital Workflow Integration

Modern workplaces need more than printing. Choose MFPs that integrate with cloud apps, automate document routing, and streamline scanning workflows to save time and reduce errors.



Ease of Use

User experience matters. Devices with simple touchscreens and intuitive controls reduce the learning curve and minimize IT help desk calls. The easier it is to use, the faster your team gets things done.



Support and Services

Reliable support makes a difference. Look for vendors offering fast maintenance response, remote diagnostics, and multi-channel assistance to minimize disruptions.



Environmental Impact

Energy-efficient models, recycled materials, and end-of-life recycling options support your sustainability goals—and help reduce waste and costs.



Performance and Reliability

High-speed performance, short warm-up times, and consistent output are critical, especially for teams with tight turnaround times or customer-facing work.



ENERGY STAR® certified models can help cut power costs by up to 30%, delivering real savings over time.

- EPA, Energy Choices That Count.

Technology Drivers

To maximize your investment, it's important to align device capabilities with your day-to-day business needs. These eight technology considerations will help guide your selection process.



Reliability and Durability

High-quality devices reduce breakdowns, IT support calls, and replacement costs. Choosing a well-supported, proven model improves uptime and supports business continuity.

Print Quality and Media Types

Crisp, consistent output is essential for maintaining brand quality. Devices that deliver sharp colour accuracy and handle a variety of media types can cut outsourcing costs and improve turnaround times.

Print Software Functionality

Look for features like scan-to-cloud, OCR, and automated routing. These tools reduce manual effort, minimize errors, and give IT more visibility and control over print environments.

Maintenance and Support

Easy maintenance keeps work moving. Simple paper loading, easy jam clearing, and replaceable toner components all help keep things running. Choose a vendor with responsive support to minimize downtime and keep your team productive.

Print Volume and Speed

Make sure your device can keep up with your team's workload. High-speed MFPs with large capacity input trays and single-pass duplex scanning help reduce delays and keep productivity high—especially during busy periods.

Multifunction Capabilities

Consolidating printing, scanning, copying, and faxing into one device saves valuable office space and reduces costs. Built-in scanning features streamline digitization, enhancing workflow efficiency. A consistent interface across devices also simplifies training.

Advanced Finishing Options

Stapling, hole-punching, and booklet-making can often be done in-house. Built-in and optional finishing capabilities save time, reduce outsourcing costs, and help teams produce professional-looking customer-facing materials faster.

Energy Efficiency

MFPs with ENERGY STAR® and ECOLOGO® certifications lower utility costs by reducing energy use in both active and standby modes. These savings can add up over time—especially across multiple devices.

Strong vendor support brings it all together—offering expert guidance, fast issue resolution, and long-term value that ensures your MFP investment delivers consistent performance.



Feature Evaluation Checklist

Identify the features that matter most to your organization.



Productivity

Nice to have

Must have

- ☐ Do we require high daily print volumes and fast output speeds to keep up with business demands?
- ☐ Do we often need large batch scanning, copying, and/or faxing?
- ☐ Do we need high-quality, brand-accurate colour for client documents?



Finishing Options

- ☐ Would printing different media types and sizes in-house reduce outsourcing?
- ☐ Are finishing options like stapling, hole punching, or booklet making essential to our printing needs?



Security

- ☐ Is secure print release critical for protecting sensitive information?



Technology and Support

- ☐ Is cloud connectivity necessary for our workflows?
- ☐ Do we need advanced workflow technologies to track usage, manage supplies, and control costs?
- ☐ Would remote support options reduce the need for on-site technician visits?



Sustainability

- ☐ Are energy certifications or recycling programs important to us?



Tip

Use this checklist during vendor conversations to stay focused on what truly matters. It's a practical tool to evaluate solutions and make informed, cost-effective decisions.

Key Questions to Ask Your Vendor

Use these questions to determine if a vendor's solution truly meets your day-to-day needs—across performance, security, cost, and support.

Productivity

- ◆ Is this device a good fit based on our typical print volumes—or should we consider a higher-capacity model?
- ◆ How does your device handle mixed-size or non-traditional media types to avoid jams or damage?
- ◆ Can your device print on various media types and sizes to meet our production or branding needs?
- ◆ Is your operating panel easy for non-technical staff to manage and use?

System Features

- ◆ Can your device integrate with our existing cloud apps, IT systems, or file storage platforms?
- ◆ Which built-in features will help lower our TCO (e.g. energy use, maintenance, supplies)?
- ◆ What customizable reports are available for tracking usage, costs, and compliance?

Security

- ◆ Which security features are included to protect data and prevent unauthorized access?
- ◆ How does your device stay current with evolving security standards and compliance requirements?

Support

- ◆ What support options do you provide (e.g. remote diagnostics and onsite service)?
- ◆ How are software updates delivered, and are they included in the service plan?
- ◆ What is the expected lifespan of your device, and how long is support guaranteed?



Ask these questions to uncover hidden costs or gaps. The right partner will be transparent about how their solution fits your team's needs today—and scales with you tomorrow.

About Ricoh

Selecting the right MFP is just the beginning. The partner behind your technology determines whether your investment delivers lasting value, reliable performance, and strategic advantage. That's why businesses worldwide trust Ricoh as their information management and digital services partner.

For over 85 years, Ricoh has led innovation in imaging and information management technology.

Our solutions—



[RICOH Smart Integration](#)



[RICOH CloudStream](#)



[RICOH Streamline NX](#)

—evolve with your business and provide flexible, scalable tools to streamline operations and strengthen security.

The RICOH difference:

We deliver the technology, expertise, and service to keep your business secured, productive, and ready for what's next—while helping you reduce IT strain and control costs.



Ready to unlock the full potential of your MFPs?



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Ricoh Canada Inc., 400-5560 Explorer Drive, Mississauga ON L4W 5M3, 1 888 742-6417
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