

RICOH  
Service Advantage

**RICOH**  
imagine. change.

## Support Services for Additive Manufacturing Technology



### Customer expectations for service have risen

Keeping your 3D printing technology running is critical to your customer's business, and their satisfaction and loyalty. However, responding to service calls and managing support operations is an intricate process involving many disciplines and dedicated resources. Delivering next-level service to your customers can be a significant challenge and investment.

#### Use RICOH Service Advantage to:

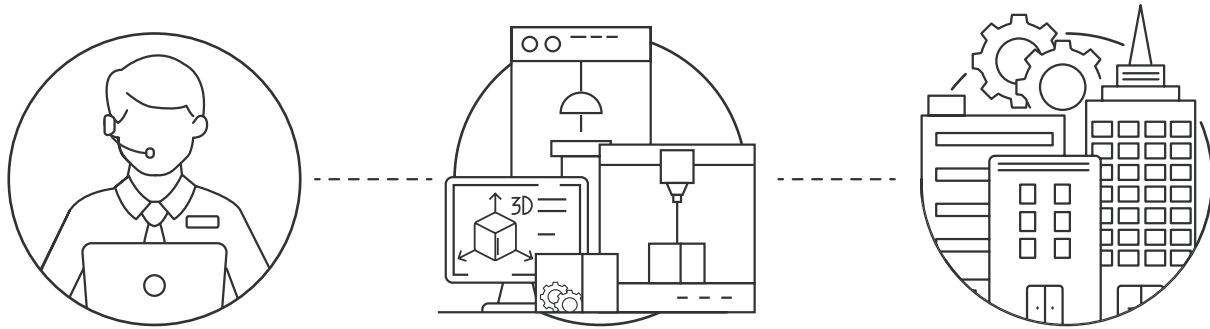
- Offer your customers nationwide service coverage
- Meet customer expectations for response time and quality
- Minimize equipment downtime with proactive support
- Provide AM competency and design training.

### Advancing additive manufacturing

As a manufacturer and service provider for over 80 years, we're no newcomer to imaging and solutions-based production. Ricoh has implemented additive manufacturing (AM) in our own production environments in a variety of applications, replacing traditional metal tooling with lightweight, customized 3D printed alternatives. Ricoh is also a leading manufacturer and supplier of industrial printhead components used in commercial 3D printers.

Among customers surveyed, 97.2% report high levels of satisfaction with their interactions and experience with RICOH Technology Support Services.\*

\* Data collected via 2018 direct customer survey from 103,274 customer responses drawn.



## Service solutions for OEM's and enterprise

Business needs are continually changing. You require a service and support team capable of growing with you, with the flexibility to adapt to your technology innovations and your customers' shifting requirements. We have a solution to fit your customers' needs — whether it's closing the gaps in your existing service programs, or supporting your plans for expansion.

### Technology lifecycle services for 3D printers:

- **Planning and design** of service programs and evergreen practices that keep your 3D printers running efficiently
- **Transformation and adoption** of new technology via the Ricoh Learning Institute featuring the AM Competency Program and support for technicians and your end-users
- **Preflight configurations** before deployment
- **Implementation** and deployment of equipment (installs)
- **Periodic maintenance** and break/fix service delivered in the field, remotely, or via depot repair (as applicable)
- **Manage** equipment with **Ricoh Xpress Support** for consistent offsite expertise directly connected to field technicians
- **Retire and reclaim** equipment or perform onsite retrofits
- An enterprise **partner** capable of supporting and accelerating the growth of additive manufacturing.


Our flexible framework leverages innovative methodologies and delivery channels. We collaborate with our OEM partners to build the right model, using the right people, and the right technology to meet your business goals.

### Improving the customer experience:

Our **10,000+ Service Delivery professionals** provide nationwide coverage, capacity and capability to your customers on your behalf.

At our **Customer Experience and Engineering Center** in Tucker, Georgia, we invest in the latest techniques in computer-based training, diagnostics, knowledge management, and expert troubleshooting — providing our Field Services team with the ability to resolve complex technical issues quickly.

The **AM Competency Program**, a combination of Ricoh and our partners' manufacturing expertise, provides a full body of knowledge for Additive Manufacturing:

Delivering **UL AM Training**,  for a faster transition, safe practice, and a positive end-user experience.

Providing onsite design (DfAM) training for customers in partnership with

THE **LANTERMAN** GROUP

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