

Your organization is advanced and well on its way to implementing new technology.



Congratulations! You're all-in on automation technology. The manufacturing landscape is always evolving, so here are some tools to help keep you ahead of the competition, always on and always available.

Whether you're preparing to shift facilities due to reshoring efforts or maintaining the advanced technologies already on your production floor, in your warehouse, or fulfillment centers up and running at maximum efficiency, we've got you covered. Our vendor-agnostic Service Advantage team will work closely with you to identify and assess your tech needs.

No matter how advanced you are, there will be gaps in capabilities. We'll meet you where you are and consult with you to create and tailor a service lifecycle program that is complementary to your existing capabilities.

RICOH Service Advantage for lifecycle management

Deploying Ricoh's full infrastructure and capabilities allows us to offer you everything you need including tech service, financing, service desk support, call center, training, and more to enable the strategic growth of partner technologies.

As a trusted, brand-agnostic technology service partner and extension of your team, we offer a complete range of services to support the lifecycle of your automation technologies, such as:

Field Services

Coverage and capacity: With over 10,000 highly trained services delivery professionals located in the U.S., we can provide expertise and support tailored to your business needs.

Capability: We provide service to more than 1 million devices with technicians who have advanced certifications, including A+, Net+, MCSE, Security+, Mobility+, ITIL, CompTia, and experience in a variety of industry environments, and technologies.

Onsite maintenance support which can include a customizable solution such as any of the following:

- **Resident technician** – onsite managed services for retail automation, triage for quick resolution for your mission-critical equipment
- **Traveling technician** – project-based or extended period tech teams for automation services
- **Preventive maintenance** – establishment and execution of planned support and upkeep

Service desk support (Levels 1-3) round-the-clock help desk available 24/7/365

- **Remote end-user help desk** – virtual technical support regardless of location
- **Remote technical support** – including remote IoT monitoring, and proactive support for critical devices and components and device lifecycle support
- **Service ticket automation** – real-time updates from service ticket creation to call closure

Service parts management including inventory management, depot repair, and refurbishment services

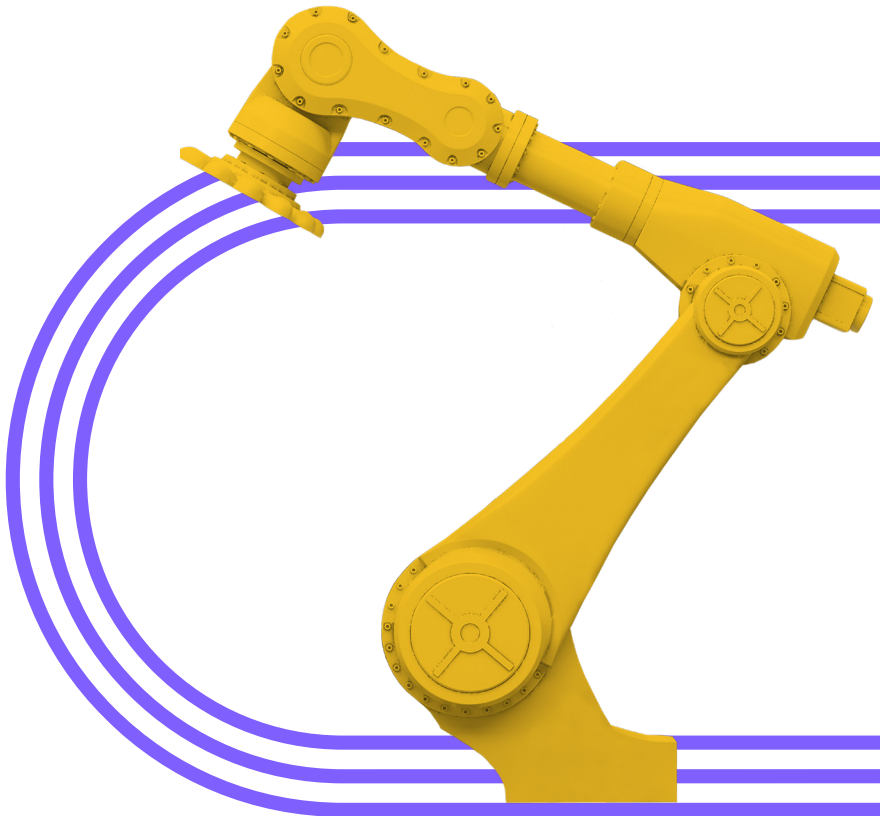
Additional Ricoh offerings available for your automation tech needs

IT services essentials – server management, IT help desk, network monitoring, cybersecurity, firewall management, M365 management, mobile device management, cloud adoption, wireless networking, and more

Ricoh has a proven track record of managing and supporting intelligent and autonomous devices across a national footprint. See how we helped one of our customers, [Fetch Robotics](#), manage their installed devices across a variety of industries including retail, manufacturing, aerospace, and automotive.

Discover more ways [Service Advantage](#) helps manufacturers like you.

Visit our [Scale Tech with Ease](#) page to learn more.



RICOH
imagine. change.