

# Customer Story: Cash Technology Solutions Company



Global leader in cash devices taps into Ricoh's Service Advantage program for lifecycle support

A leading global cash automation and services provider creates secure, seamless cash experiences. The company works to enhance staff efficiency, reduce operating costs and enable a more rewarding customer experience for some of the biggest brands in retail, quick serve restaurants, hospitality and banking.

**"Ricoh is a professional organization with the right infrastructure and a qualified, experienced team to deliver top-tier performance that our customers expect and deserve."**

—Operations Director, Cash Technology Solutions Company



**37,200** annual technician visits



**95%** SLA met



Valued partner



## Challenge

- A recent acquisition changed the company's business model
- Hiring challenges
- Large growth and deployments in retail required an expanded team.

When the cash technology solutions company acquired another device company, they inherited Ricoh as a contracted service partner. The company had a successful and self-sufficient service team with most departments internally staffed. They now faced a massive hiring, training and infrastructure addition to support the acquired business. Instead, they chose Ricoh.

## Solution

- Instituted Ricoh's Service Advantage program for lifecycle support
- Developed a comprehensive preventative maintenance program for field service
- ServiceNow and Oracle

Ricoh supports thousands of devices with multiple models and has for over 8 years, with over 2,500 break/fix and preventative maintenance calls per month. Ricoh uses over 500 technicians nationwide to help support the devices through its Service Advantage program — professional technical services, planning and service lifecycle management for OEMs — to help improve customer experience. As an OEM, Ricoh has the infrastructure, facilities, expertise and training in place to easily provide support, reporting and data analytics. Using ServiceNow and Oracle with our dashboards, the technicians have quick access to call detail analytics, enabling better decision-making, improving response and resolve time, and increasing device availability.

## Results

- 37,200 technician visits annually to their customers' locations
- 95% SLA met, exceeding expectations
- Created value as a lifecycle support partner

With reporting and frequent communication, the Ricoh team continues to go above and beyond in terms of their Service Level Agreement, as they've demonstrated over the past 18 months. The Ricoh team of technicians has proven to be extremely reliable and is now considered an extension of the company's internal team. The lifecycle support and services enabled the cash technology solutions company to deliver end-to-end world-class service, so they could focus on what they do best.

Discover how [Ricoh's Service Advantage](#) can expand your support coverage, capacity and capabilities to help accelerate and scale growth. [Contact us](#) today.