



SXSW Issue



RICOH

WELCOME TO AUSTIN, WHERE TMI MEETS SXSW.

Ricoh unleashes the power of information to drive innovation.

We are thrilled to be here at SXSW. As a future-focused, customer-centric organization, Ricoh takes a visionary approach to solving challenges with data-driven insights, the latest technology and a consistent commitment to human creativity. And I know we're in good company.

Our clients in attendance this week will experience Ricoh's TMI Summit — an exclusive opportunity to explore how we turn too much information, or TMI, into ROI for transformative business results. Our curation of workplace and industry experts will present game-changing insights into the future of work, and how innovative companies are unlocking the power of information to change today's challenges into unprecedented competitive advantages.

You'll find similar thought leadership from our executives and industry experts throughout this magazine. From how to optimize the tremendous amount of data we encounter to what truly drives innovation, we're exploring trailblazing concepts and paradigm shifts in the ways we do business and how we support our clients.

We're also showcasing our deep commitment to sustainability. We are one of the Global 100 Most Sustainable Companies, and the United Nations Sustainable Development Goals are at the forefront of our organization.

Lastly, we feature a fascinating Q&A session with IDC analyst Amy Loomis on the future of work, with a special focus on the relationship between technology and the human imagination. Look for some fun along the way too.

Enjoy the event and stay inspired.



Carsten Bruhn
President and CEO, Ricoh North America

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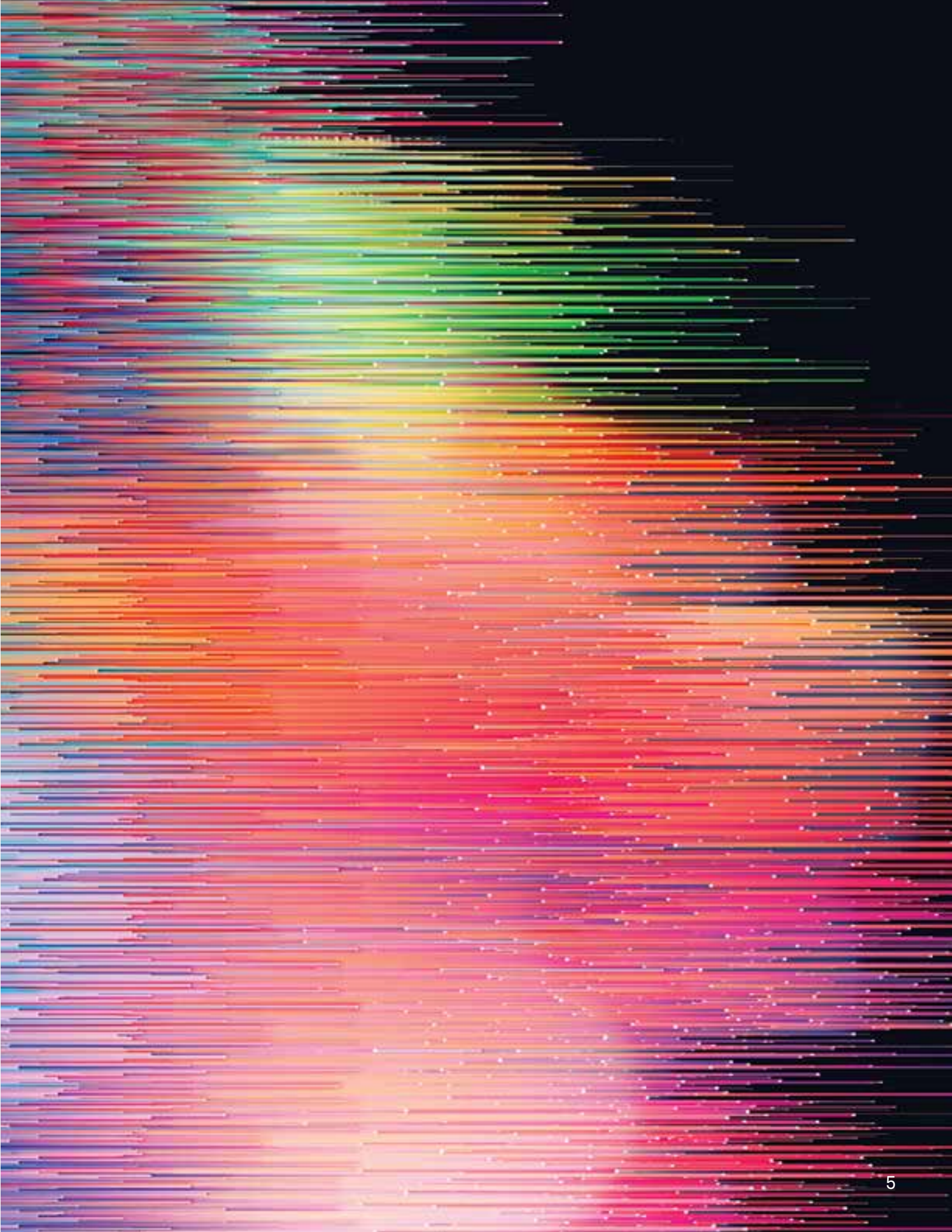
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Should ROI Really Stand for Return on Information?

LAUREN SALLATA

95%¹

of corporate information
exists on paper

We all know that in business, return on investment is everything. However, there is truly only one thing that touches every aspect of every business: information.

Information in all forms, shapes and sizes enters your business and proceeds to touch everything. It touches your people, your processes and most certainly your systems where it sometimes lands first and is trapped forever and rendered useless.

What if we could change what happens to all that information when it enters your business? Quickly identify it and give it purpose?

The return on that would be great. We know because we have found a way.

1. Inforouter.com

2. HealthcareFinanceNews.com

Disconnected and manual processes are a risk

Businesses are, by nature, disconnected — backend vs. frontend systems or siloed functional departments — which leads to wasted time and resources, and ultimately a less than perfect employee and customer experience. This inefficiency extends to how the massive amount of incoming information is handled. Most companies bring information in, manually distributing it to various departments and then the team or employee deemed responsible. However, people make mistakes, so there is an inherent risk in any manual process of the information going to the wrong department, the wrong team or no one at all.

\$16.3B²

Amount spent on manual processes in the U.S. healthcare industry annually

In addition, this information comes into companies in all shapes and sizes — email, mail, fax, printed and scanned documents, eForms, mobile capture. It may also be correspondence addressed to a person or transactional that is addressed to a functional department and requires action. Add to this the complexity of compliance-driven businesses that may be under requirements to respond within a specified time frame or having a misrouted or misidentified piece of information suddenly become more costly.

(CONTINUED)

Let information management be your competitive advantage

Instead, what if all these incoming pieces of information were captured and converted the minute they arrived at your door? Information that lands in the right place, at the right time, changes everything.

Information, like correspondence or transactional data, can be converted into a digital format to be classified through process automation and integrated immediately into the appropriate workflow. Information managed by automation and workflows creates more consistent and repeatable processes, allows departments to interact with one another more efficiently, and reduces the chance of information being inadvertently trapped in various systems and forms, so that you remain compliant and secure.

Think about it this way: How much more efficient is it for you to get on the highway and drive directly to your exit versus getting off and on at each exit until you reach your destination? Or driving without directions and ending up lost? Let your information do the same — manage it so that it gets right to where it needs to be quickly. That can be a significant competitive advantage.

The ROI — return on information — is great.

Across all industries, including those that are heavily regulated like healthcare and financial services, we can give purpose to information entering your business by reducing friction and streamlining processes. This frees employees to focus on higher-value responsibilities, which results in both an enhanced customer experience and greater employee satisfaction, and ultimately helps deliver better business results.

400%

Time savings

For a major medical center, we minimized complexity and increased productivity, resulting in 250-300 insurance documents reviewed daily versus 80-100. This amounted to 400% time savings, fewer missed deadlines and fewer denied payments.

\$15M

Cost savings over 3 years

For a successful auto parts retailer, we captured and connected manual paper-based processes resulting in a \$15 million cost savings over 3 years.

40%

Cost reduction

For a global insurance company, we reimagined their end-to-end information management, resulting in a 40% reduction in costs for critical business processes, including the processing of new applications, which had suffered from 25-year-old document processes.

\$250k

Projected annual savings

For KeyBank, we aggregated information from various systems to create an error-free complaint statement management process and a projected \$250K in annual savings.

There is no such thing as Too Much Information when you have a partner to help you capture, connect and secure it. The return on that information brings powerful results and yes, a great return on your investment. And that is how Ricoh turns TMI into ROI.

BIO

About Lauren Sallata

Lauren brings more than 20 years of experience from Xerox, Verizon, and Panasonic to her role as an award-winning marketing professional and executive leader. She has successfully led large, global technology organizations through brand and digital marketing transformations with a focus on significant, sustainable growth. Lauren's expertise in adapting and thriving during massive change is a consistent thread and key driver. Her thought leadership has been featured in publications such as The Wall Street Journal, Forbes, Advertising Week, and Advertising Age.

HOW DATA BECOMES AN INSIGHT

Transform disparate data into actionable insights and intelligent workflows.

- Accelerate the innovation process
- Reduce operating costs
- Make more informed decisions



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Intelligent Business Platform.*

RICOH



Future of Work

Q&A

AMY LOOMIS &
CINDY JORDAN-FORD

Technologies such as AI, data analytics, robotics, intelligent process automation, augmented reality and virtual reality are rapidly changing the way we work. How can we use these advances to maximize our own human potential and creativity?

Ricoh's Vice President of Services Sales, Cindy Jordan-Ford, recently sat down with Amy Loomis, Research Vice President for IDC's worldwide Future of Work market research service, to talk about the growing influence of technology, the changing nature of work, and the evolution of the workspace.

CINDY:

At the heart of Ricoh's focus is enabling companies to overcome having too much information (or what we call "TMI"). On a macro scale, how are you seeing information management evolve?

AMY:

In essence, we are moving from a human-first to machine-first mode of capturing and filtering information so that essential insights are not lost in the deluge of data, particularly unstructured data. We know from IDC's DataSphere project that 90% of the data that organizations generate is unstructured.

“ In the past, the focus was on technologies to structure that data, but GenAI is transformational in this regard. GenAI, IDP and Knowledge Management are enabling organizations to better utilize this data. ”

CINDY:

Can you give a specific example?

AMY:

Using GenAI to create first drafts of marketing content for campaigns so that campaign managers can focus on fine-tuning image or copy selection to be innovative. Skills development is another example where employees new to their job or to working in a particular application can be directed to in-application experiential learning that exactly matches the areas where they need guidance.

CINDY:

Fulfillment through work is part of Ricoh's vision for the future. What can AI bring to the human experience of work?

AMY:

From personalized training and upskilling to improving employee experience and customer experience, AI can be used to connect people to information in meaningful ways. Automating tasks frees up human creativity. The key, as we said before, is to ensure the integrity of the data and the analysis of that data — not just rely on the output from large language models (LLMs) without interrogating the results. That's probably where AI is going to make the biggest impact — domain-specific LLMs.

CINDY:

Can you expand your thoughts on domain-specific language models?

AMY:

Domain-specific LLMs are going to have a big impact in IDP and knowledge management, resulting in higher data accuracy, reduced hallucinations and increased user trust in data. The real differentiation will come from industry leaders helping clients to develop and train domain-specific LLMs that can drive breakthrough innovations across disciplines from medicine, science, financial services, manufacturing, education, technology and other domains.

CINDY:

Is AI poised to be the greatest technological influence on the changing future of work?

AMY:

It's certainly looking that way. When we asked what the greatest impact GenAI would have on work transformation, 32% of respondents

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pointed to saving employees time and creating productivity gains; 29% pointed to faster decision-making and execution of repetitive tasks; and 27% pointed to integrating workflows to facilitate the use of multiple applications for more coordinated work. It's all trending toward a more holistic approach to work.

CINDY:

You projected that holistic and integrated analytics within an intelligent digital workspace (IDW) ecosystem will drive a 70% increase in differentiated business outcomes for adopters by 2026. What roles are real-time insights and AI playing in this future?

AMY:

Our research shows that 40% of IT decision-makers who have deployed an IDW or plan to deploy an IDW have experienced or expect to experience increases in operational efficiency and employee productivity. A key piece of those differentiated business outcomes is the reliability with which they're produced.

CINDY:

Can you expand on what you mean by reliability?

AMY:

We are still in the early, though very fast-paced, stages of adopting generative AI technologies, and the challenge is to recognize that the reliability of the data is not only as good as the source but also the contextual understanding of the data.

“ This means that concretely holistic measures offer an opportunity to cross-check data across different sources — bringing together technology performance data with human response and human experience. ”

It means that critical human judgment has to be a core component of realizing those business outcomes.

CINDY:

Might the adoption of immersive third-party metaverse conferencing tech services also improve workplace experience?

AMY:

Through the years, we have seen all manner of attempts to blend virtual and augmented reality with day-to-day work tasks. The most successful use cases have been for frontline work in which augmented reality is commonly used for remote support of on-site machine repair and maintenance. What Apple Vision Pro and similar technologies offer is a more accessible connection between virtual and in-person ways of working. I'm predicting that 30% of G2000 organizations will be adopting immersive third-party metaverse conferencing tech services to enable client engagement by 2027.

CINDY:

Sounds exciting!

AMY:

It is. Some of these technologies are already migrating into integrated experiences as part of a digital workspace that streamlines the employee experience. We are no longer bound by the traditional definition of place.

Organizations are also experimenting with metaverse technologies to enable virtual events such as fashion shows, online purchasing and gaming.

CINDY:

Coming into 2023, you predicted that companies offering workers democratized access to digital collaboration, process automation and similar tools will see a 20% increase in revenue due to improved productivity. Has this prediction materialized?

AMY:

When asked which work practices and technology investments are most likely to endure in the face of current market disruptions, 38% of North American IT and LOB leaders pointed to democratized access to key technologies for frontline workers. The future of work will have to contend with economic uncertainty, skills gaps, climate change and the like. At the highest level, democratized technologies can help with alleviating the labor shortage, especially in sections such as manufacturing, retail and healthcare.

CINDY:

Are you seeing this productivity trend across industries?

AMY:

We have certainly seen organizations across industries strongly prioritize productivity for business growth. For instance, when we surveyed global IT and LOB leaders in June of 2023 and asked what the three most important business outcomes were for their organization, the first was increased operational efficiency (35%), the second was employee productivity (34%) and the third was cost savings (32%).

CINDY:

Were there any surprises?

AMY:

What we didn't anticipate was the ongoing tug-of-war between traditional leaders who focus on return to office and workers who see productivity gains by working flexibly. When we asked about the biggest technology challenges in supporting remote work, 42% of IT and LOB leaders pointed to the need for technology consistency for employees across different sites.

CINDY:

This has been fantastic, thank you. Any final thoughts?

AMY:

Wherever work is being done, organizations need to prioritize efficiency. That means innovating not only the technology but also our modes of thinking about work in more holistic and fulfilling ways.

BIOS

About Cindy Jordan-Ford

Vice President of Services Sales at Ricoh, Cindy is a senior executive and corporate officer with a demonstrated history of business transformation, strategy development and execution in information technology, managed services and telecommunications. Prior to joining Ricoh, she served in various senior executive and officer roles at Conduent, Aptum Technologies, Xerox, AT&T and Sprint. Cindy is also a US Army veteran.

About Amy Loomis

Amy is Research Vice President for IDC's worldwide Future of Work market research service. She has consulted with clients ranging from start-ups to Fortune 100 organizations on digital transformation, learning, and employee engagement and has spent 15 years at IBM in various leadership roles. She is the co-founder of IBM's Think Academy, a global digital learning platform and program designed to engage employees and partners in learning about emerging technologies and digital transformation.

Patient Information Management

GET PAID, STAT

Automate your revenue cycle for faster claims, fewer errors and more time caring for patients.

- Fewer underpaid or denied claims
- Increased data security and auditing compliance
- Better experiences for both patients and healthcare workers



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Patient Information
Management solution.*



RICOH ♥ SXSW

Here are 20 weird and wonderful things to do in Austin.

1 Enjoy Tex Mex for every meal.

Start with barbecue breakfast tacos from Valentina's Tex Mex BBQ, Bob Armstrong queso at Matt's El Rancho for lunch, and wrap it up with a sizzling fajitas dinner from Maudie's.

Valentina's Tex Mex BBQ

11500 Manchaca Rd, Austin, TX 78748
(512) 221-4248
valentinastexmexbbq.com

Matt's El Rancho

2613 S Lamar Blvd, Austin, TX 78704
(512) 462-9333
mattselrancho.com

Maudie's

12506 Shops Pkwy, Austin, TX 78738
(512) 263-1116
maudies.com

2 Shop at the original Whole Foods.

Visit the flagship store to see where it all began and enjoy restaurants, a beer and wine bar, a food truck, and free rooftop live music and events.

Whole Foods Market

525 N Lamar Blvd, Austin, TX 78703
(512) 542-2200
wholefoodsmarket.com/stores/lamar

3 Rock cowboy boots.

Known for its funky stores and chic boutiques, South Congress Avenue is the place to get well-heeled—check out the kicks at Allens Boots.

Allens Boots

1522 S Congress Ave, Austin, TX 78704
(512) 447-1413
allensboots.com

4 Vibe with the music scene.

Browse vintage vinyl and the latest hits at Waterloo Records. The staff has lots of suggestions and, if you time it right, you can catch a free in-store performance by an emerging local musician.

Waterloo Records & Video

600A N Lamar Blvd, Austin, TX 78703
(512) 474-2500
waterloorecords.com

5 Be part of the art.

Austin's street art is the perfect backdrop to snap a selfie. Swing by Jo's Coffee on South Congress Avenue, venture into South Austin to strike a pose in front of the famous postcard mural, or bop around The University of Texas at Austin for cool art everywhere.

Jo's Coffee

242 W 2nd St, Austin, TX 78701
(512) 469-9003
joscoffee.com

Greetings from Austin Mural

1720 S 1st St, Austin, TX 78704

The University of Texas at Austin

110 Inner Campus Drive, Austin, TX 78712

6 Try one of everything.

Dine at Fareground, Austin's very first food hall, featuring outposts of some of the city's favorite eateries, all in one place.

Fareground

111 Congress Ave, Austin, TX 78701
(512) 465-2107
faregroundaustin.com

7 Act like a kid in a candy shop.

Self-billed as "the most amazing candy shop the world has ever known," Big Top Candy Shop has a huge selection of vintage treats that are sure to bring back happy memories.

Big Top Candy Shop

1706 S Congress Ave, Austin, TX 78704
(512) 462-2220
www.bigtopcandyshop.com
faregroundaustin.com

8 Horse around.

Take in the Texas Hill Country during a guided horseback trail ride. Saddle up with Maverick Horseback Riding in Lockhart or Texas Trail Rides, just outside downtown Austin.

Maverick Horseback Riding

5766 Balcones Dr, Austin, TX 78731
(512) 230-8413
maverickhorsebackriding.com

Texas Trail Rides

8601 Bluff Springs Rd, Austin, TX 78744
(512) 697-9722
texastrailrides.com

9 Pass some cocktail hours.

Known for creative concoctions with unique ingredients, Whisler's is a perfect place to discover Austin's vibrant cocktail culture. Have some more time? Settle into a cozy chair at the Driskill Hotel bar and enjoy some fine wine and spirits.

Whisler's

1816 E 6th St, Austin, TX 78702
(512) 480-0781
whislersatx.com

The Driskill Hotel Bar

604 Brazos St, Austin, TX 78701
(512) 439-1234
driskillhotel.com

(CONTINUED)

10 Make a night of it.

Get dressed up and slink on down to the reservations-only Midnight Cowboy to enjoy classic libations in a sultry speakeasy.

Midnight Cowboy
313 E 6th St, Austin, TX 78701
(512) 843-2715
midnightcowboymodeling.com

11 Sip the trails.

Sample your way along the scenic Texas Hill Country Wine Trail, home to more than 50 wineries. Or savor the brews from local microbreweries on the Austin Ale Trail.

Texas Hill Country Wine Trail
texashillwineries.com

Austin Ale Trail
atxaletrail.com

12 Go batty.

The Ann W. Richards Congress Avenue Bridge is home to the largest urban bat colony in the world. Book with Austin Bat Tours to get up-close and personal with these fascinating flyers.

Austin Bat Tours
208 Barton Springs Rd, Austin, TX 78704
(512) 596-3254
austinbattours.com

13 Play a few holes.

You're never too grown up for mini golf—especially at Peter Pan. Featuring two 18-hole mini golf courses filled with classic themes and characters, it's “hole-some” fun for all.

Peter Pan Mini Golf
1207 Barton Springs Rd, Austin, TX 78704
(512) 472-1033
peterpanminigolf.com

14 Get a better look.

A popular attraction since the 1850s, Mount Bonnell is a Lake Austin landmark that offers sweeping views of the city. Hike up the stone steps and enjoy the breathtaking vantage point.

Mount Bonnell
3800 Bonnell Dr, Austin, TX 78731
(512) 974-6700
mountbonnell.com

15 Have an apex adventure.

For an adrenaline rush and awesome views, Lake Travis Zipline Adventures offers five pulse-pounding ziplines (one being the longest in Texas) and scenic vistas.

Lake Travis Zipline Adventures
14529 Pochontas Trail, Leander, TX 78641
(512) 614-1996
ziplaketraavis.com

16 Be an Austin contemporary.

Book tickets to view a stunning collection of modern art at The Contemporary Austin and get free same-day entry to The Contemporary Austin - Laguna Gloria, an outdoor sculpture park.

The Contemporary Austin - Jones Center

700 Congress Ave, Austin, TX 78701

(512) 453-5312

thecontemporaryaustin.org

The Contemporary Austin - Laguna Gloria

3809 W 35th St, Austin, TX 78703

(512) 458-8191

thecontemporaryaustin.org

17 Kick up your heels.

Slip into a real honky-tonk and go two-stepping at Broken Spoke, known for its chicken-fried steak and free dinner show. Or do some boot-scootin' to live country at The White Horse.

Broken Spoke

3201 S Lamar Blvd, Austin, TX 78704

(512) 442-6189

brokenspokeaustintx.net

The White Horse

500 Comal St, Austin, TX 78702

(512) 553-6756

thewhitehorseaustin.com

18 See if the Alamo really does have a basement.

Just over an hour's drive down I-35 S, the Alamo is an iconic landmark that altered the course of history...and pop culture.

The Alamo

300 Alamo Plaza, San Antonio, TX 78205

(210) 225-1391

thealamo.org

19 Explore natural wonders.

Hike or bike along the Barton Creek Greenbelt to find Gus Fruh, a swimming hole known for its limestone rock wall, as well as hidden Twin Falls and Sculpture Falls areas.

Barton Creek Greenbelt

3753 S Capital of Texas Hwy, Austin, TX 78704

austinparks.org

20 Be one with the barbecue.

You're not doing Austin right if you don't go all in on the world-famous barbecue. Get in line for the ultra-tender brisket crafted by James Beard Award-winning pitmaster Aaron Franklin at Franklin Barbecue. Pluckier tastes may prefer the Brisket Frito Pie from Micklethwait Craft Meats, while fans of ribs cannot miss the Texas-style (and -sized) dino beef ribs at Stiles Switch.

Franklin Barbecue

900 E 11th St, Austin, TX 78702

(512) 653-1187

franklinbbq.com

Micklethwait Craft Meats

1309 Rosewood Ave, Austin, TX 78702

(512) 791-5961

craftmeatsaustin.com

Stiles Switch BBQ

6610 N Lamar Blvd, Austin, TX 78752

(512) 380-9199

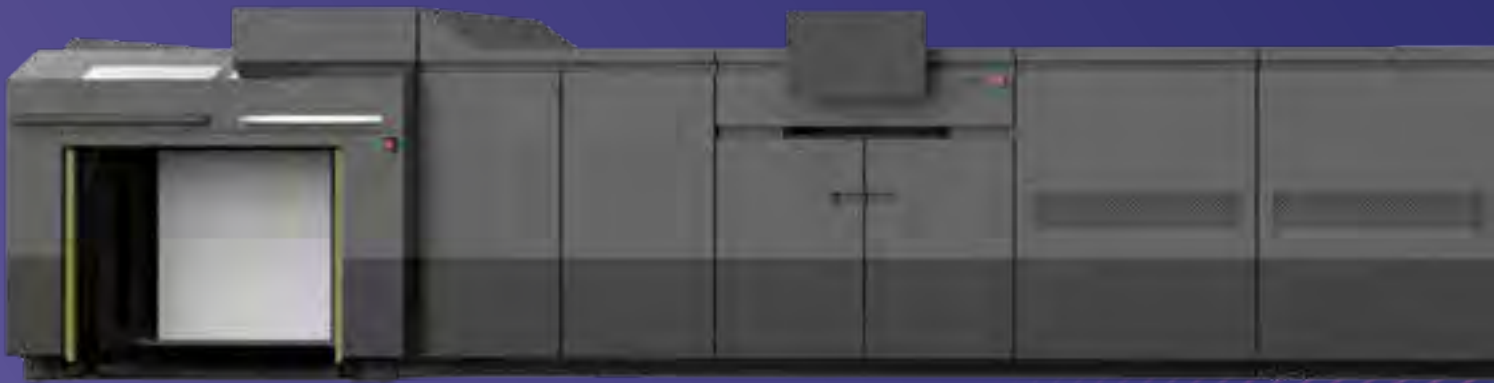
stileswitchbbq.com

The RICOH Pro Z75

THE GRAPHICS ARE SO SHARP, IT'S NEARLY A SAFETY CONCERN

B2 sheet-fed inkjet digital press.

- The quality of offset
- The affordability of inkjet
- The convenience of digital



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the RICOH Pro Z75.*

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THE SPIRIT OF INNOVATION

BOB LAMENDOLA

When Kiyoshi Ichimura founded the Ricoh Group in 1936, he had a vision for how we should treat our customers, the planet and each other: Love your neighbor. Love your country. Love your work. He called that The Spirit of Three Loves. We call it the heart of The Ricoh Way.

What unites our global company is the respect we have for people, our profession, society and the planet. At Ricoh, we empower individuals to find fulfillment through work by understanding and transforming how people work — unleashing their potential and creativity.

Innovation is one of the core values of The Ricoh Way. It's enabled our organization to evolve alongside the world of work to empower business transformation, decade after decade. We work with our partners in deep and meaningful ways to build the real and lasting relationships essential for true innovation.

SENSE

Your capacity for innovation is only as good as your ability to make sense of what's happening in the market and with your customers.

Our managed services and digital solutions have been changing the way the world works (in real time) over our long history. That's because we are a true service organization, and we operate with that customer-centric mindset every day.

We dig deep to uncover truths about our customers, study the marketplace, and deliver solutions that answer the big questions. We endeavor to understand the “whys” of an organization. Without those insights, there can be no alignment. And without alignment, there can be no innovation.

(CONTINUED)

INNOVATE

It can be tempting to equate innovation with technology, however technology alone won't solve business problems. The real power lies with the spirit of innovation. You can have unlimited technical prowess, but without a pioneering mindset, a willingness to embrace new ideas, and the resiliency to recover from setbacks, you'll never reach the summit.

Innovation must be holistic. It may be foundational in data and systems, but it's also about being creative and envisioning different ways of doing things. Legacy mindsets have to yield to blue-sky thinking at all points in the process — not just in the beginning.

Adopting an agile ideology can be challenging, but it is game-changing for organizations. Having the right support along the way, like partners that are invested in your long-term success, is what builds trust, and trust is what allows organizations not only to innovate but evolve.

ADAPT

To sustain the future, agile organizations must adopt an adaptive mindset: a commitment to continuous improvement, learning from data, and strengthening relationships between people and information.

Every human being faces an onrush of information every day. You can certainly fear it, shun it and not respect it. Or you can embrace it. Take on the challenge and build organization, collaboration, integration and insights from that data. We can talk about generative AI in the same way as we talk about cybersecurity in the same way we talk about almost anything as a new technology. And the fact is, there's always a choice. There's a choice to embrace it or fear it.

At Ricoh, we embrace it. We know that evolution is about more than hardware and software — it's about building an ecosystem of people, systems and information in a spirit of innovation that moves the world forward.

BIO

About Bob Lamendola

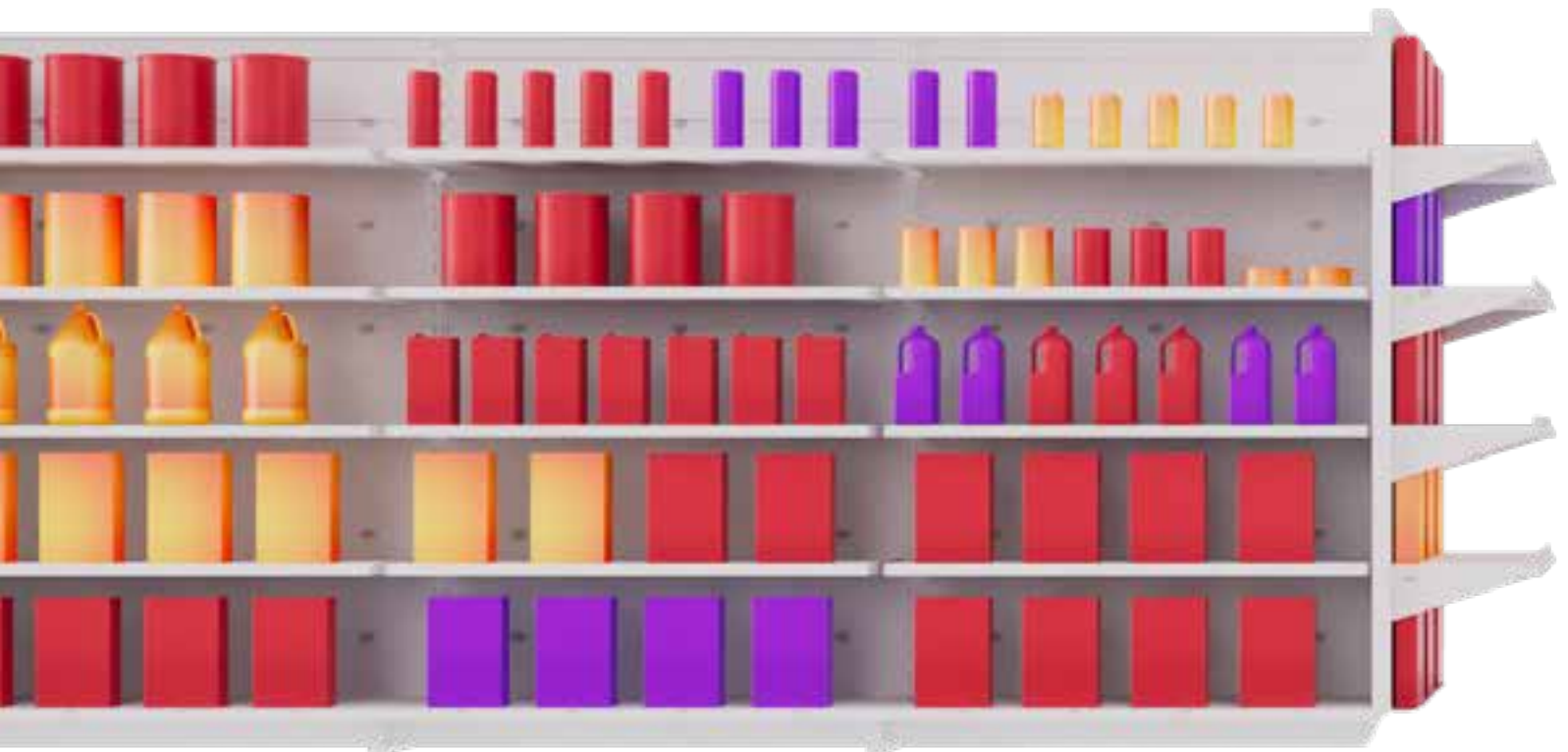
Bob Lamendola is Senior Vice President, Technology and Head of Digital Services Center at Ricoh North America. For more than 15 years, Bob has led all aspects of Ricoh's IT Services infrastructure — from engineering and design to the daily operations of those environments. He is responsible for creating a clear strategy and identity for Ricoh's Digital Services portfolio to enable efficiency and agility, while aligning and prioritizing resources with a customer-centric focus.



OPPORTUNITY IN AISLE SEVEN

Deliver targeted messages that resonate, while turning in-store marketing into a profit center.

- Improve shopping experiences and retain customers
- Deliver product recommendations and special offers
- Monitor and capture data, and improve experiences even further



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EVOLVE YOUR BUSINESS AND CHANGE THE WORLD

KAREN L. CLARKSON

More than 45 years ago, Ricoh made a commitment to put the sustainability of our environment at the heart of every business decision we make. As global corporate citizens, we believe the actions we're taking within a circular economy to create harmony between business and the environment are leading us toward the fulfillment of a truly sustainable and zero-carbon society.

The bad news:

According to environmental sustainability, we're on pace to produce 27 billion tons of solid waste by 2050 due to a business environment that prioritizes rapid production and turnover of products for maximum profits.

The good news:

Per the Paris Climate Accord, businesses can make a major impact and account for 60% of emissions cuts by 2030.

Ricoh is committed to achieving carbon neutrality by 2050

Unlock the power of information

Visionary organizations understand that to make decisions and garner insights, data must be unlocked, contextualized and connected.

In building our sustainable future, information is the hero...and that future is now. To compete, companies will need to rely on robust data systems and solutions to uncover opportunity areas, weather storms, adapt to new technologies and create lasting value in four key areas.

Sustain customer relationships

The ability to identify, target, win and keep customers is the holy grail for any organization.

In the fight for customers' hearts and minds, sustainability has become a major brand differentiator. Customers, especially those in younger demographics, resonate with companies that echo their values and meet the present planetary moment.

Sustain employee relationships

A positive, productive and engaged workforce is one of the greatest growth levers for any organization.

But building one can be challenging. Providing employees with the information they need, whenever and wherever they need it, is critical to breaking down silos and enhancing collaboration.

Sustain operations

Organizations with a robust data infrastructure in place are in the best position to adopt new technologies and pivot as conditions change.

Digital agility is a critical success factor in sustainable business. Companies that unlock and connect information are better poised to protect their data, unify their operations, and garner the deep insights that lead to transformative results.

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Sustain the environment

As the world of business collides with the limitations of the planet, the time to take advantage of strategic data management is now.

Information on energy emissions, paper usage, recycling programs and more is what allows companies to tell stories about the hard work, challenges and progress they've made in becoming global citizens. And telling those stories fuels enhanced business partnerships, employee satisfaction, customer interest and an even greater commitment to pushing the needle on progress.

Sustainability @ Ricoh

A member of the Dow Jones Sustainability World Index (DJSI World) and The Global 100 of the World's Most Sustainable Corporations, The Ricoh Group is driving sustainability for our future. We are determined to help materialize a sustainable society through business and are committed to help reach the United Nations Sustainable Development Goals (SDGs) by 2030.



BIO

About Karen L. Clarkson

Karen L. Clarkson is Vice President of Go-to-Market Strategy, Sustainability and Partnerships at Ricoh North America. A dynamic leader with a trajectory career in B2B Digital Transformation, Digital Services, Customer Experience and Go-to-Market Strategies, she has earned an unsurpassed reputation for delivering global growth and exceptional experiences. Karen is focused on innovative change, sustainable business practices and developing tomorrow's leaders.

The RICOH Pro VC80000

IT MAKES SUCCESS AUTOMATIC

State-of-the-art productivity
through advanced automation.

- Monitors itself for color, consistency and registration
- Unprecedented media flexibility
- Achieves 1200 x 600 dpi at 492 feet per minute



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IoT Command Center



GET YOUR DEVICES TO LISTEN TO YOU

Monitor your devices and provide immediate solutions from anywhere.

- Monitor the status of devices, sensors and systems in real time
- Provide immediate solutions from a simple drop-down menu
- Automate the solution to solve the issue without a technician



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learn more about RICOH
IoT Command Center.*

The RICOH Pro C9500

FINALLY, A MACHINE AS PICKY AS YOU ARE

Automatically calibrates color, quality and registration.

- Scans and corrects image quality during printing
- Stunning detail at 2400 x 4800 dpi
- Wide media support from 40gsm to 470gsm
- Prints up to 1 million pages/month
- Finish capabilities: creasing, folding, binding, trimming and more



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PRINTED,
CREASED,
FOLDED,
BOUND
AND TRIMMED
ON THE
RICOH PRO C9500
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