

RICOH
imagine. change.

Unlock the power of information

We ♥ TMI



Get to know Ricoh

For more than 85 years, Ricoh has been empowering businesses by unlocking the power of information. From copiers to fax machines, multifunction printers to digital services and data solutions, we've been working through eight decades of constant evolution, with our sleeves rolled up, caps to the back, and a mission to revolutionize the way the world works. Every day we ask ourselves: what value will we provide to our employees, our customers, and our society today?

That's because Ricoh is more than a solutions provider, we're a digital information services company. And service culture is in our DNA.

Whether we're optimizing office operations, protecting organizations and employees from cybersecurity risks, or connecting siloed data to build more efficient systems and strategies, we're continually evolving alongside our clients. And by enabling organizations to streamline tasks and enhance productivity, we empower people to gain a greater sense of creativity, satisfaction, and achievement. This is fulfillment through work and it's central to our vision for the next 40 years.





Progress relies on change

No matter the industry, no matter the organization, real progress relies on change — and change can be hard. It takes an aspirational mindset, courage, and a commitment to evolve. That's why businesses all over the globe trust Ricoh. In a world that spins on change, customer focus is our constant. We work in lockstep with our clients to activate the tools, services, and support they need to sustain the future of their business.



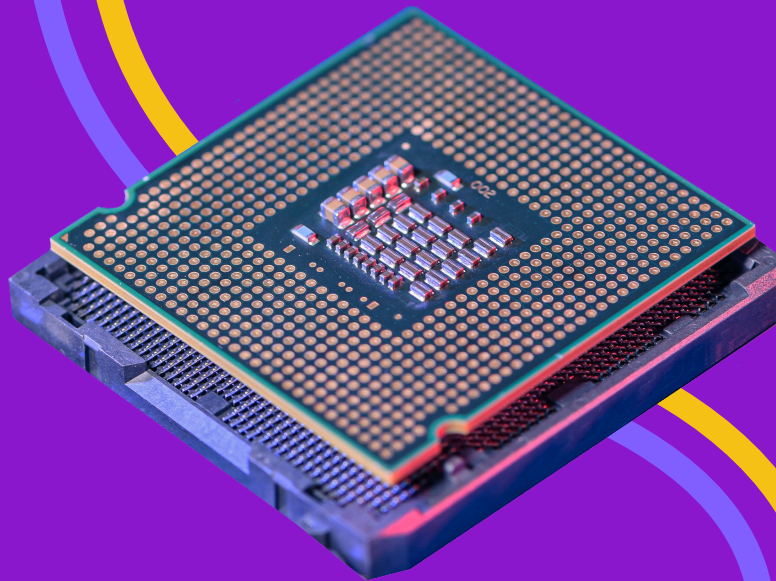
Unlock information, unleash potential

The future relies on information. We are generating data at a faster pace than ever before. But what good is all that data if it's locked up in closed systems, complex workflows, and manual processes?

Our combination of people, solutions, and services is the key to unlocking the power of information. By applying the right context and insights, we transform data into information — driving greater value across every level of the business.

80% of the data businesses generate is locked up and inaccessible.¹

¹ Michael O'Reilly. "The Unseen Data Conundrum." Forbes, February 22, 2022.



We believe there's no such thing as too much information

At Ricoh, we empower our customers to respond to a changing world with actionable insights by capturing, connecting, and securing their information. Because having access to the right information at the right time leads to powerful results like better business agility, more meaningful customer experiences, enhanced creativity, and the ability to thrive in today's age of hybrid and borderless work.

We use information to create competitive advantage every day — over 1.4 million companies around the globe trust their business to Ricoh.



Driving results with our customers every step of the way

At Ricoh, we don't make sales; we build relationships. With two-thirds of our North American staff dedicated to the customer experience after the point of sale, our teams are focused on what today's businesses need most — a trusted partner. Whether we're working at a client site as an embedded team member (6,000+ employees do that) or consulting via phone, chat, or text, we're always available.

That means we're always close to our customers. In fact, we're often involved in their day-to-day, every day. This puts us in the ideal position to work collaboratively and understand where Ricoh can add strategic value — whether through additional services, expert support, or developing new software to meet an evolving need.

Building what's next, together

For our teams in the field, driving results is about being there for our clients — whenever and wherever they need us. By listening to our customers and immersing ourselves in their business, we extend our value through co-creation: innovating with our customers on a continual basis.

Our business grows every time we find new ways to enhance our customers' business ... like inventing the first high-speed fax machine in 1973, our commitment to “zero waste to landfill” manufacturing since 2002, releasing our first cloud environment in 2013, and launching our Intelligent Business PlatformSM in 2020 to accelerate business process automation. Recently, we launched our Customer Co-Innovation Program in response to growing demand for more sophisticated automation solutions necessitated by a borderless, always-on world.

At Ricoh, we succeed when our customers succeed — and we can't wait to build the future together.



Let's connect

We thrive on constructive conversation, digging into business challenges and thinking about new ways to tackle them head on. Ready to talk about how to sustain the future of your business? Let's get together and explore the possibilities.

www.ricoh-usa.com

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