

## Ricoh USA, Inc.

BLI 2024-2025 Pacesetter Award:  
Managed IT Services Partner

# RICOH



Ricoh USA, Inc., has won the Buyers Lab (BLI) 2024-2025 Pacesetter Award: Managed IT Services Partner for North America from Keypoint Intelligence thanks to its...

- Extensive services portfolio that provides information and content management, cybersecurity, and cloud solutions, among many other products
- Cloud-based Ricoh Intelligent Business Platform uses artificial intelligence (AI), natural language processing (NPL), and machine learning (ML) to accelerate business processes
- Adjacent offerings, such as meeting room services as well as audio/visual (AV) hardware and software
- Operations and backroom solutions, including Digital Mailroom and bulk scan and capture

Managing and maintaining complex IT systems can be challenging, sometimes necessitating specialized skills and resources that are not always available internally. Managed IT services (MITS) emerge as a game changer in this scenario, offering businesses a holistic answer to their IT demands. MITS is a combination of hardware, software, and outsourced services that prioritizes long-term connections with customers and providers and relies more on recurring services than one-time sales.

To identify the leading managed IT services partners, Keypoint Intelligence undertook a comprehensive evaluation of vendor offerings, examining nearly 50 potential differentiators such as market vision, services and solutions, cybersecurity, and IT hardware. The evaluation revealed that top MITS providers excel in providing organizations with a broad variety of technology, services, and solutions that address challenges and enable outcomes.

Ricoh emerged as the leader, propelled by a number of noteworthy factors. For one, the company has a range of IT services that address business requirements regardless of an organization's sector, size, or scope. In a world where people rely on technology to help them solve problems and produce work, Ricoh services ensure that a customer's unique IT ecosystem remains compliant and secure, not to mention performing at its peak. Another important aspect is its Intelligent Business Platform, which converts data and automates manual process—most importantly, this just one example of a Ricoh solution that enables clients to grow with the system over time.

“Ricoh earned this Pacesetter Award,” said Anne Valaitis, Principal Analyst in Keypoint Intelligence’s Workplace Group. “The company enables growth in areas outside of print through solutions and technologies, even in ancillary spaces—and can do so all in one contract. The result is an important trio of benefits: simplify procurement, increase efficiency, reduce cost.”

## About Keypoint Intelligence

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For over 60 years, clients in the digital imaging industry have relied on [Keypoint Intelligence](#) for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry’s most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers’, channels’, and their customers’ transformation in the digital printing and imaging sector.

## About BLI Pacesetter Awards

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Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab Pacesetter Awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including technologies, services, and key vertical markets.



North America



Europe



Asia