

# Consulting Services

**RICOH**  
imagine. change.

- ▶ Enterprise Mobility
- ▶ Business Process Agility
- ▶ Governance, Risk & Compliance
- ▶ Organizational Change Management



## Strategies for a New World of Work

We work in an age of digital transformation, and approaches that worked in the past no longer work in this fluid environment. Capitalizing on the digital shift requires a culture shift – but many businesses aren't sure where to start. We can help. Ricoh Consulting Services offers a holistic approach to your business' most complex and demanding issues, supporting all aspects of your Information Mobility strategy. When pursuing enhanced customer experiences, continuous innovation and operational excellence with tangible results, Ricoh can be your strongest partner – as over 80% of the Global 1000 companies can attest. We have assisted departments and entire enterprises through the augmentation of business processes, the implementation of mobile technologies, the strategic management of risk and the chaos of change – all with a focus on people and processes, not just technology. Our customers contribute to our success as much as we contribute to theirs. Let Ricoh Consulting Services help your organization turn challenges into wins with our proven, globally tested approach.





## Lead. Innovate. Transform.

### Lead

Ricoh Consulting Services has inspired our customers to lead with solutions that enable business process optimization, enterprise mobility and strong information governance – all while managing and influencing organizational change with respect to culture and business goals.

*Example: Helping a grocery retailer find over \$200M in annual savings*

This company spent over \$800M annually on document management – funds that could be used to improve customer-facing needs. Multiple information silos and lack of reporting made it difficult for the retailer to make improvements on its own. With a holistic approach, Ricoh helped show the retailer how to lead its various departments towards positive change. Our consultants dove into existing systems, helped benchmark performance and developed operational efficiencies. Savings were found both in the optimization of the way workers interacted with data and in developing long-term strategies for decreasing costs.

### Innovate

Ricoh is a global leader in innovation,

named one of the Top 100 Global Innovators. From optics that make backup cameras a reality to advanced technologies in video games and military systems, Ricoh has been innovating for over 30 years. Our approach to consulting is no different – enabling your business to improve processes, develop and implement paperless strategies, exceed compliance requirements and ensure success through change management.

*Example: Providing a massive global energy provider with an innovative solution to cut costs*

With a strategy that brought people, processes and technology together, Ricoh assisted this energy provider in the development of a powerful and innovative sustainable records management solution. This solution helped save over \$18M, reducing paper production by 15% and enabling true information governance within the organization as a whole.

### Transform

Ricoh Consulting Services focuses on driving thought leadership. Our consultants are experts in the areas of business process agility, enterprise mobility, governance,

risk, compliance and organizational change management – helping customers navigate today's ever-changing competitive landscape. With evolving subject matter expertise and consulting experience continuing for over a third of our 60+ year history in the Americas, we enable deep transformations that are enablement-centered and able to outpace a rapidly changing world environment. Our goal is to share expertise and experiences through true partnership.

*Example: Assisting a major global manufacturer that wanted to mobilize and modernize*

Ricoh, in collaboration with industry-leading technology providers, enabled this manufacturer to mobilize its fulfillment and order entry processes by utilizing iPad® and Android® devices. This removed the need for paper invoicing and enabled real-time control over a traditionally manual, point-in-time process. Ricoh helped the manufacturer align people and processes through an enterprise mobility strategy that molded the technology to what the customer needed... instead of the other way around.

# A Holistic Consulting Solution Leveraging Four Practice Areas



Ricoh has the expertise to solve our customers' problems across enterprise mobility, business process agility and governance – while change management ensures that implemented changes stick. Our methodologies can be applied at the department level, across the whole enterprise or to any industry vertical.

## How We're Different

Ricoh's tenured team of consultants are experts in multiple disciplines of transformational change – strategically aligned to bring a diverse range of knowledge to your unique information challenges. We use both proprietary and international standards and research to inform our assessments and recommendations. Our commitment to making innovation sustainable through our process-first approach is paralleled by our emphasis on environmental stewardship and forecasting future disruptive trends. Most importantly, our consultants only recommend the technologies and services that are the right fit for your organization's needs.

## Substantial Client Base

Ricoh consultants derive benchmark analytics from a customer base of over 265,000 – including Fortune 1000 and mid-market companies, colleges and universities, state and local government agencies, healthcare institutions, law firms and more. Because our experience spans across various industry sectors, our consultants' knowledge is always growing, allowing for the cross-pollination of new ideas.

## End-to-End Within One Organization

We believe in collaboration and a holistic approach to identifying gaps and building a prioritized roadmap for improved maturity. Ricoh consultants work with you to produce tangible results by linking top-line revenue drivers with the intangibles of risk, obsolescence, customer experience, employee engagement and opportunity cost. We stand behind our recommendations and provide ongoing project management, implementation and support to ensure that your results are achieved and time, budget and scope expectations are maintained.

## Achievable Outcomes



- Organizations prepared for the New World of Work
- Accelerated digitization
- Enhanced user/customer experience
- Simplified processes associated with leveraging documents, information and content
- Significant bottom line results
- Greater visibility and accountability
- Intelligent mail
- Advanced shared services



# Let Ricoh Work for You



Ricoh's national Consulting Services team is an integral part of our organization, providing our customers with the people, process and technology necessary to solve business challenges. These professionals are with you every step of the way, taking the time to understand your unique needs and requirements and help create a personalized solution.

## About Our Team

Ricoh has a long history of thought leadership, and our consultants can bring that strategy and vision to your organization. Our consultants have proven customer success – across various industries – creating information workflow efficiencies that increase top line revenue growth and improve bottom line results.

## Partner with Ricoh

The steps you take today determine what will happen tomorrow. Our consultants can set you up for success with the right combination of strategies and solutions to build your roadmap to a better future. We partner with you to discover, design and implement solutions that ensure user adoption, improve the customer experience and enhance Information Mobility, business agility and profitability. We're in this together – because your success is our success too.

## Do you have questions?

Contact your Ricoh Sales Professional or visit [www.Ricoh-USA.com](http://www.Ricoh-USA.com)

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## About Ricoh

### Innovative Leader

Ricoh is a leader in integrated technologies and best-in-class platforms. A pioneer in environmental management, we design innovative solutions for today's new world of work. Ricoh believes Information Mobility is the critical component for success and that information should be as mobile as your people.

### Industry Recognition

IDC Market analysis recognizes Ricoh as a worldwide and U.S. Managed Print and Document Services provider. Our strengths include an extensive selection of resources to leverage industry-specific solutions, as well as our consulting team's structure.

### Start with an Assessment



Before you can know where you're going, you need to know where

you are now. Ricoh's proven methodology provides our clients with visibility to identify potential opportunities. Our consultants can deliver a strategic roadmap to transformational change – one that gets the right information to the right people at the right time in order to make sound business decisions.

### You may also be interested in:

- Governance, Risk & Compliance
- Enterprise Mobility
- Business Process Agility
- Organizational Change Management