RICOH
imagine. change.

RICOH Graphic Communications Professional Services

Realize your operation's full potential with services designed to uncover opportunities, unlock capabilities and find efficiencies.

RICOH Graphic Communications works with print organizations like yours to identify new opportunities and implement custom solutions to give you the swiftness and agility to maintain relevance in today's print market.

Operate at peak efficiency, increase output and find new revenue streams. Tap into our professional services.

Embrace new possibilities

Modernize your operations. Develop automated workflows. Safeguard client data. Explore the power of personalized communications.

Our business strategists, solutions engineers and color specialists bring decades of experience to every engagement. With extensive knowledge in every nuance of print production, they can evaluate, recommend and implement the best solutions for your organization — regardless of the software products in your tech stack or the equipment on your shop floor.

Gain a competitive edge with RICOH Graphic Communications Professional Services:

- Color Management
- Sign & Graphics
- Design and Education
- Business Analytics
- Workflow Efficiency
- Advanced Solutions
- Campaign Services
- Business Development

- Security
- Workflow Automation
- ePresentment and Payment
- Assessment and Analysis Services
- Business Continuity/Disaster Recovery
- Composition and Critical Communications
- Customer Communications Management (CCM)

Assessment and Analysis Services

Print providers today are not only expected to have web-enabled strategy, but also competitive pricing and print-on-demand capabilities with spot-on color management and quick turnarounds. Meeting these criteria calls for an assessment of your business and analysis of its long-term vision.

Developed to uncover real-world insights, operational redundancies and new ways to reduce costs and maximize profitability, each engagement concludes with a detailed implementation plan for enhancements in hardware, software, processes and skillsets.

- Business Strategy Analysis
- Color GAP Analysis
- Print and Mail Workflow Automation Assessment
- Operations Assessment
- Web and Marketing Asset Management
- Strategy Assessment
- MIS Assessment

Achieve remarkable results every time. Get jobs done better, faster and with more efficiencies.

Professional Services

Workflow Automation

Operate faster. Spend less. Achieve more. Turn to our Technical Implementation Specialists and Business Analysts who work together to architect and execute solutions that better serve you.

Streamline your overall print process, eliminate redundancies, minimize waste and reduce dependencies on highly skilled trained operators. Automation solutions include marketing campaigns, Web-to-Print, MIS systems and more.

- Remove manual touchpoints to reduce error and improve the customer experience

- Automate estimates and job ticketing to speed up production and shorten turnaround times

- Promote your services to generate new business and maximize your ROI

Business Continuity/Disaster Recovery (BC/DR) Services

Interrupted business means lost revenue — for you and your clients. Equipment failure, power outages, forced shutdowns and labor disputes can swiftly disrupt the bottom line. In fact, many clients today require print providers to have a documented backup plan in place prior to signing a contract.

We proudly offer a full suite of BC/DR services and resources, including backup sites.

- Land more contracts when your business is resilient and your clients' assets are safeguarded

- Adhere to the strictest control standards and stay in compliance with industry best practices

- Grow your business with the ability to serve clients through any disruption

Streamline the entire process and get to market quickly

Security

Print systems require malware protection, strict user controls and a patching plan to stay protected from cybersecurity threats. Our security specialists have deep experience creating customized plans that work for print service providers and meet their clients' business requirements.

Reduce risk, prevent unauthorized access and ease the workload of IT teams. Your experience starts with an onsite assessment and concludes with workflow recommendations for a more secure printer ecosystem.

- Conform to network security standards
- Pass internal and third-party security audits
- Document best-practice configurations for updates and deployment

Composition and Critical Communications

Customers have more choices than ever in how they want to receive information. Exceed their expectations and deliver a more effective experience with a suite of multi-channel tools that drive dynamic variable data print, email, SMS and web content.

Highly-skilled communication experts will evaluate current processes, review future goals and design the perfect solution for your business, integrating solutions in both legacy environments and modern office systems.

- Automate key aspects of business communications
- Increase your value with expanded services
- Enhance the customer experience and boost loyalty

Professional Services

Customer Communications Management (CCM)

Benefit from an efficient alternative to designing and managing a CCM platform in-house. Flexible and scalable to meet your customers' business needs, RICOH CCM is a powerful, modular platform for both on-premises and cloud-based deployments.

We help evaluate actual performance against anticipated ROI to drive ongoing improvement. Unlike other software that is licensed on a per seat basis or purchased outright, our solution, based on an annual subscription, is priced according to the exact amount of output produced.

- Archiving
- Design & Development
- eDelivery
- ePayment
- Postage Optimization
- Print/Mail Fulfillment

ePresentment and Payment

If you are interested in implementing ePresentment and Payment options, we've got your back. Delivered as a service, our solution eliminates the challenge and associated expense of building and managing your own system internally.

From defining the needs across your organization to full execution, We streamline the entire process and get you to market quickly.

Enhance the customer experience. Enjoy improved revenue management. Offer customers more choices with options to receive bills, statements and other communications electronically.

- Online payments
- Mobile services
- Text message (SMS) communications
- Interactive voice response

By utilizing our professional services, you can:

- Increase revenues by offering a broader range of services without adding headcount
- Gain an understanding of your true costs to expand high margin services for more profitability
- Decrease operational expenses by removing time consuming steps through automation
- Harness new technologies to transform your business from a cost-based print service provider to a valuable solutions service provider
- Collaborate with customers more seamlessly with the flexibility they need in the world of remote and hybrid workstyles

Expand your offerings to stay current and relevant to client needs

Color Management

An optimized color management solution speeds up production, improves color verification, reduces waste and contributes to high-quality, repeatable outcomes. Our team of Idealliance-certified CMP Masters and G7 experts will address every part of your color management chain, regardless of the device's manufacturer or role in the process. We can also help train your operators and augment your staff during peak production times.

- Remote and on-site services allow you to achieve spot-on color from anywhere, at any time

- Implement reporting of equipment status, including temperature and humidity, for continual improvement

- Simulate the same appearance across multiple output devices with master gamuts to increase capacity

- Install desktop and remote "soft proofing" to reduce costs and streamline approvals

- Create custom color workflows from image capture through design and production to reduce dependency on highly skilled color specialists

- Meet industry standards and specifications (SWOP, GRACoL, G7, FOGRA, sRGB, AdobeRGB)

150+

Solutions Engineers, Production Experts, Print Business, Specialists and Mentors

One of the largest teams in the industry, dedicated solely to production customers
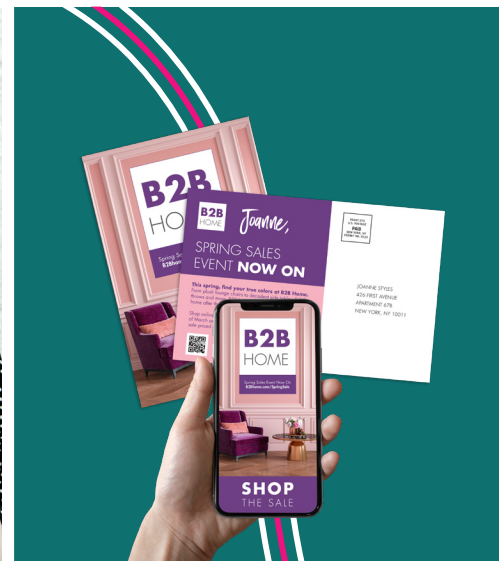
Sign & Graphics

Whether you're just starting in this lucrative market or looking to expand your services, Ricoh's Sign & Graphics Professional Services can help you maximize your technologies and drive more revenue. Streamline operations, thrive in the packaging market, use substrates more efficiently, excel with digital cutting and finishing, launch new offerings and more.

- Leverage proven ideas and strategies that drive top-line revenues
- Simplify the production process from banners to building wraps
- Gain access to expert guidance to overcome production challenges
- Learn how to add embellishments and offer more premium products

Design and Education

A surge in digital technology and new media platforms have altered the skillsets needed to thrive in graphic communications, and commercial and production print. To stay ahead, tap into our team. We can train your staff on best practices and modern design techniques from typography and layout to color manipulation and embellishments. We offer a variety of options from one-on-one training to our industry acclaimed digital literacy program.

- Expand your offerings to stay current and relevant to client needs
- Improve in-house capabilities to broaden your customer base
- Maximize existing resources to deliver more value and control quality
- Speed up production with the ability to make changes to client files

Work one-on-one with an expert advisor to establish goals and success metrics

Business Analytics

Print companies amass vast amounts of data. That data — on throughput, performance and operator productivity — is often an untapped treasure trove of critical information that can help you gain an edge if you know how to use it. Our business analytics tools create easy-to-understand visualizations of this data in reports that provide real and actionable insights.

When you understand how your systems operate, you can run your business with more intelligence.

- Access data from any digital device and gain insights to unify equipment across your shop

- Identify areas where training is needed and eliminate expensive guesswork

- Optimize device utilization, increase uptime and minimize waste — factors that boost productivity and lead to higher profits

Workflow Efficiency

You're a print provider. We're workflow efficiency experts. Our expertise can optimize your operations by realizing greater efficiency at every stage, eliminating errors and reducing labor costs. Our Solutions Engineers will come in, collaborate with you and focus on two key areas of your print shop: technically, on consistent production outcomes and organizationally, on workplace culture and procedures.

- Identify snags in the make-ready, print management and analytics processes

- Get jobs done faster, more accurately and with higher profit margins

- Ideal for print organizations with multi-step, manual or otherwise complex production workflows

Advanced Solutions

Maybe you've purchased the software you need but don't have the proper resources to implement it, leading to lack of utilization and missed opportunity: "shelfware." Or maybe you recognize a particular solution is needed, but you don't have the expertise or capacity to develop it. Our consultants and engineers work with print providers and enterprises of all sizes to architect customized solutions, create technology roadmaps for long-term success and see through implementation to the very end.

- eCommerce
- Management Information Solutions (MIS)
- Multi-channel Marketing
- Web-to-Print
- VDP/Personalization

Campaign Services

Our campaign services are designed to onboard you into this lucrative market, so you can offer higher-value services without hiring a full-time digital marketing expert.
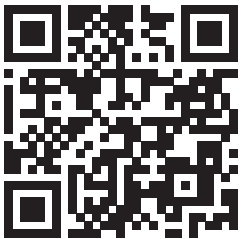
The successful results our clients achieve draw on the combined power of our marketing campaign software and holistic approach to campaign creation, execution and training.

- Work one-on-one with an expert advisor to establish goals and success metrics
- Increase repeat business and drive volume with personalized multichannel campaigns
- Promote your offerings and boost customer engagement

Business Development

For in-plant, commercial print, and mail operations, we will collaborate with you to plan and execute business optimization strategies and solutions. Achieve operational excellence across areas of production procedures, staffing, equipment, administration and workflow.

- Omnichannel Distribution
- Composition Services (Professional Services and Hosting Services)
- Printer and Inserter Optimization
- Postal Optimization
- Offset to Digital Transformation
- Schedule and Site Optimization
- Marketing Plan Development
- Strategic Plan Development
- Sales Team Education and Training
- Staff Augmentation

Power the next evolution of your print business

As your beyond printing partner, we are ready to work with you to transform your operation, implement new software and solutions, upskill your teams, improve workflows and help you become more valuable to your clients.

Let's connect

Learn how to bring the benefit of RICOH Graphic Communications to your business. Have a conversation with one of our specialists.

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