

Exhibit E: Instant Workspace Service Description for Ricoh Work Anywhere

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Unauthorized Use Prohibited

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Overview

Our Instant Workspace service builds upon the industry-leading features and functionality of our Work Anywhere service which is powered by Microsoft 365. Instant Workspace includes the following:

- Procurement: Instant Workspace provides a simplified procurement process with curated device selection, simple monthly pricing, and a project manager coordinating ordering and shipping directly to employees and/or corporate office locations.
- Implementation: Instant Workspace includes project manager and engineering resources to ensure a streamlined implementation. This includes Microsoft Autopilot process validation, generating employee instructions for self-service setup, and a scheduled dedicated support window for employees who need additional assistance.
- Warranty Support: Instant Workspace includes extended hardware warranty support where Ricoh will work with and on behalf of employees to facilitate warranty covered repairs or replacements.
- Lifecycle Management: Instant Workspace includes facilitating mid-life PC reassignments to different employees through Windows Autopilot enabling the same self-service setup for the new user of the PC.
- Reclamation: Instant Workspace includes end of term PC data wiping utilizing Microsoft Autopilot functionality and device reclamation directly from employee and/or corporate office locations.

Instant Workspace – Additional Terms & Conditions

The following additional terms and conditions apply to customers that have purchased the Instant Workspace add-on:

1. Equipment returns. In the even that customer opts not to refresh its fleet at the expiration of the Term, then customer shall, at its expense, promptly return all PCs and associated devices and peripherals within a reasonable time, not to exceed sixty (60) days, to the North American location specified by Ricoh. Customer and Ricoh agree to amend Section 5.4(a) of Schedule 2 as follows:
 - a. The operation, performance and security of Customer's equipment, networks and other computing resources used to connect to the Ricoh Work Anywhere Services—except for such equipment that is procured by Customer via Ricoh's Instant Workspace offering, for which the responsibility shall remain with Ricoh.

Service Prerequisites

Instant Workspace is built upon Ricoh's Work Anywhere service and only when these services are combined will all benefits be realized. To receive all benefits Instant Workspace users must be actively enrolled in Ricoh's Work Anywhere service. Please see the Roles and Responsibilities section below for details.

Details of Ricoh's Work Anywhere service is not governed herein.

Service Minimums

Instant Workspace customers must meet the following minimums.

- Initial Instant Workspace PC orders of 50 or more.
- Subsequent Instant Workspace PC orders of 5 or more.
- Associated hardware (monitors, keyboard, mice, etc. . .) orders are dependent on the above minimums being met but do not need to be in equal quantities.

Services Summary

Service Summary
Implementation
Services to configure and implement Ricoh's Instant Workspace service are provided as part of Ricoh's Work Anywhere implementation. Therefore, the implementation services are outside the scope of these services.
Management Summary
Ricoh's Instant Workspace service management is provided by Ricoh as a remote services model. Details of this offering are outlined in the below "Roles and Responsibilities" section.

Roles and Responsibilities

Description	Responsibility		
	Ricoh (with Work Anywhere)	Ricoh (without Work Anywhere)	Customer
Procurement			
Provide shipping information for each employee receiving an Instant Workspace.			X
Order Instant Workspace hardware and coordinate delivery to customer provided employee home or corporate office locations.	X	X	
Provide tracking information when available for Instant Workspace hardware.	X	X	
Notify employees of expected hardware delivery dates.			X
Implementation			
Review Microsoft Autopilot configuration for accuracy and provide written overview of expected end user experience.	X		
Review and confirm accuracy of Autopilot written overview.			X*
Provide employee instructions for self-service setup of their new Instant Workspace hardware.	X		
Distribute employee self-service setup instructions.			X*
Establish dedicated support channels for scheduled employee self-service setup.	X		
Distribute support schedule and instructions for self-service setup.			X*
Provide support during scheduled self-service setup window.	X		
Warranty Support			
Engage Ricoh support for warranty requests.			X
Engage hardware vendor for warranty covered repairs or replacements.	X	X	
Facilitate vendor requested employee interaction for problem diagnosis and resolution.	X	X	
Engage with Ricoh and/or vendor for problem diagnosis and possible hardware repairs or replacements.			X
Lifecycle Management			
Engage Ricoh Customer Success Manager for device reassignment requests.			X*
Schedule Microsoft Autopilot Reset including data wipe from machine(s) awaiting reassignment.	X		
Facilitate Microsoft Autopilot Reset			X*
Confirm success of Autopilot Reset	X		
Provide employee instructions for self-service setup of their reassigned Instant Workspace hardware.	X		

Distribute employee self-service setup instructions.			X*
Engage Ricoh support for self-service setup support.	X		
Reclamation			
Provide shipping information for each employee receiving Instant Workspace return packing material.			X
Order Instant Workspace packing material and coordinate delivery to customer provided home or corporate office locations.	X	X	
Provide tracking information when available for packing material.	X	X	
Notify employees of expected packing material delivery dates.			X
Schedule Microsoft Autopilot data wipe from machines awaiting reclamation.	X		
Coordinate with employees to facilitate Microsoft Autopilot data wipe.			X*
Confirm success of Microsoft Autopilot data wipe.	X		
Coordinate with employees to facilitate packing and return shipping of legacy Instant Workspace hardware.			X
Track and confirm delivery of all legacy Instant Workspace hardware.	X	X	
Buyout			
Request buyout quote for specific or all legacy Instant Workspace hardware.			X
Provide buyout quote according to customer request.	X	X	
Execute and return buyout quote or elect for standard Reclamation.			X

* Only available when combined with Work Anywhere