

IBP Order

One foundation for print-on-demand ordering and production fulfillment, powered by Ricoh's Intelligent Business Platform.

From request to print fulfillment, without the fragmentation

Employees rely on printed materials, outbound communications, and inventory-based assets to keep business moving. Yet the process for requesting and fulfilling that work is often spread across email, local systems, separate vendors, and manual handoffs.

This fragmentation increases complexity, limits visibility, and makes it difficult to enforce approvals, maintain current and on-brand content, understand demand, or know where work stands. As organizations add users, locations, and fulfillment requirements, maintaining consistency, governance, visibility, and operational control across the fulfillment process can become increasingly difficult.

Powered by Ricoh's Intelligent Business Platform, IBP Order provides a connected, governed experience for requesting print, communications, and inventory-based materials. From on-demand print and branded materials to inventory and print-and-mail requirements, requests are connected to Ricoh-managed production and fulfillment resources, including onsite operations and Ricoh's national production network.

Ordering and print fulfillment at scale



One connected experience for submitting and managing requests



Consistent approvals, permissions, and operating standards



Brand consistency across locations and users



Capacity and capability beyond a single print center



Business continuity without capital investment



Visibility from request through physical fulfillment

Platform-enabled, Ricoh-delivered

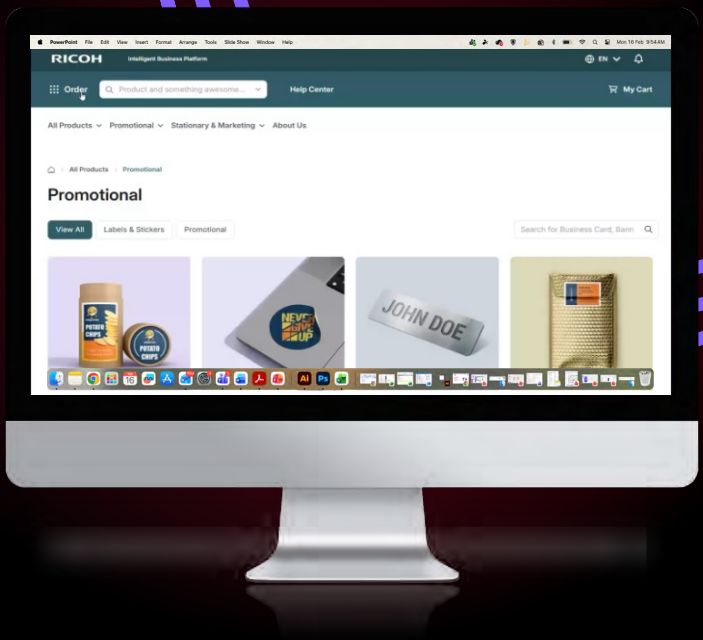
Leveraging the shared capabilities of Ricoh's Intelligent Business Platform, including security, analytics, and scalability, IBP Order combines a connected digital ordering experience with Ricoh's production expertise and managed service operations.

Digital requests move through governed workflows to Ricoh-managed production and fulfillment resources. By connecting technology with operational execution, Ricoh helps reduce coordination complexity while providing greater visibility, flexibility, and accountability from request through completed outcome.

From digital request to physical fulfillment

Through IBP Order's on-demand portal, users can submit print production jobs, access approved catalogs and products, order available inventory, specify job requirements, and personalize permitted content using configurable templates.

Permissions, business rules, and approval workflows help maintain governance, brand standards, and control over what can be ordered and by whom. Ricoh coordinates the production and fulfillment resources required to complete the work.



Order status, inventory visibility, and reporting provide greater insight into activity and performance, creating a simpler employee experience with greater visibility and control for the organization.

Govern the flow of information, end-to-end.

1 Request
Digitally submit on-demand print and catalog requests via the platform.

2 Govern
Apply permissions, templates, and required approvals.

3 Produce
Work completed onsite or through our national network of facilities.

4 Fulfill
Finish, assemble, inventory, or prepare materials as required.

5 Deliver
Move completed work to the intended location or outbound channel.

6 Report
Gain visibility into order status, activity, volume, and performance.

Built for value, adoption, and scale

92%
faster time to revenue

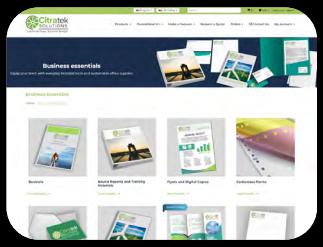
200%
faster online job processing

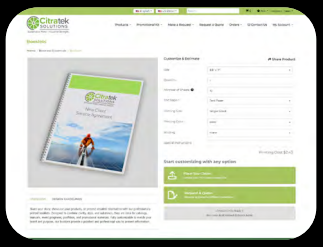
130%
increase in online orders using smart automation

Power the flow of information from request to fulfillment

From digital requests to physical outputs to business outcomes, **IBP Order** connects communications, print, and inventory fulfillment through one intuitive experience.

Digital Requests → **Physical Outcomes**









Print fulfillment

Business cards, collateral, signage, promotional, and operational materials

- Produce and distribute materials on demand
- Maintain consistency across locations

Customer communications

Enrollment guides, awareness materials, educational materials, and program communications

- Keep content current and approved
- Reduce manual coordination
- Improve consistency and accountability

Inventory fulfillment

Inventory-managed materials, supplies, and stocked items

- Improve material availability
- Increase visibility into inventory
- Reduce waste and obsolescence

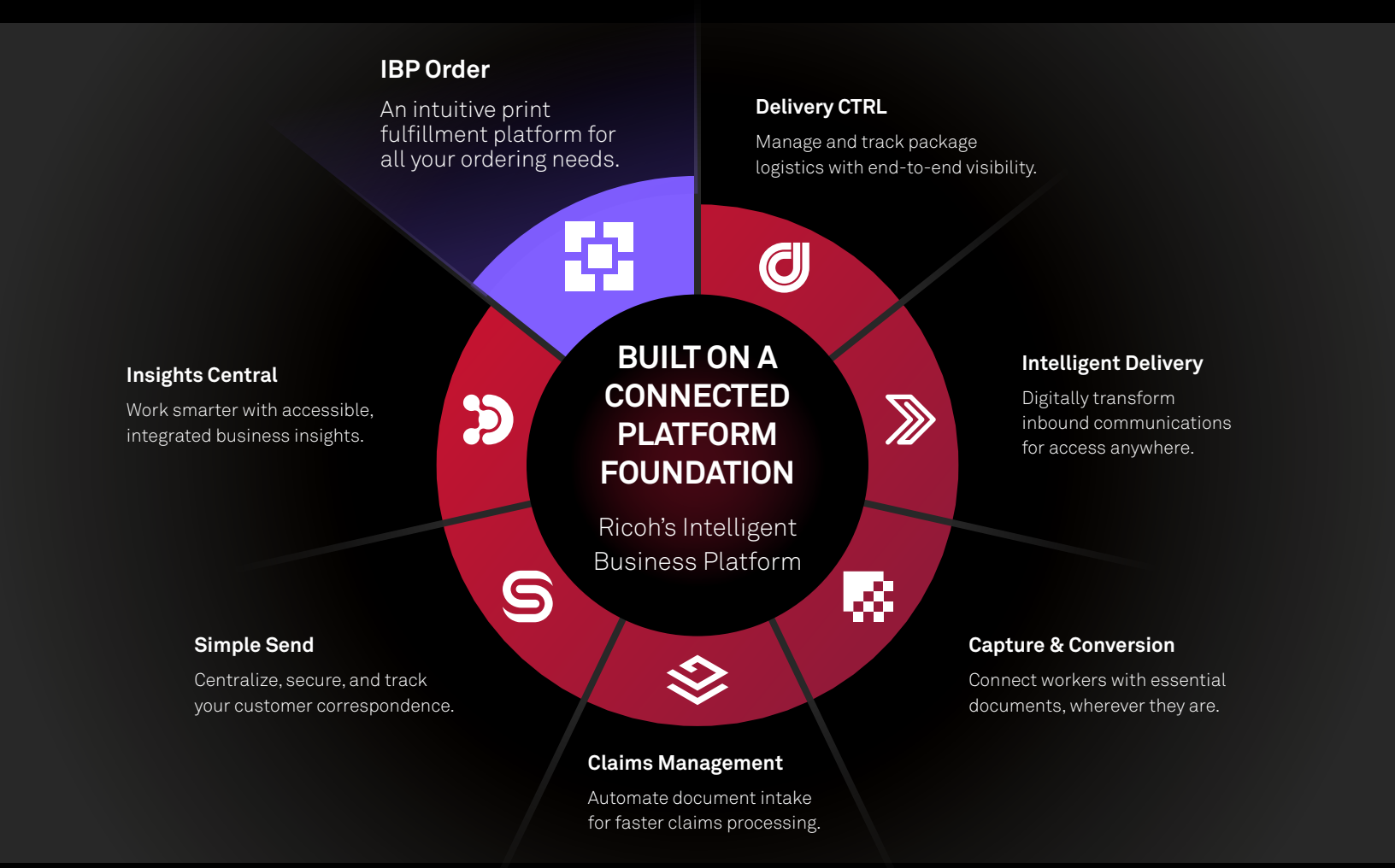
One request, multiple outcomes.

Visibility | **Consistency** | **Accountabiity** | **Scalability**

One foundation for ordering and fulfillment

IBP Order is the ordering and print fulfillment capability within **Ricoh's Intelligent Business Platform**, connecting digital requests to managed production and mail fulfillment while leveraging the platform's shared security, integration, analytics, and scalability foundation.

- SOC 2 audited platform
- Shared governance, security, and reporting capabilities
- Connected ecosystem of business services
- Analytics and visibility through integrated platform services



One platform. Connected outcomes.

Within this ecosystem, IBP Order provides governed ordering and fulfilling experiences. Adjacent services extend visibility, reporting, integration, and delivery capabilities through a common platform foundation.

1.4M Services Customers Worldwide

Backed by Ricoh's global services organization and digital services portfolio.

Leader in the 2026 IDC MarketScape for Worldwide Mailroom Solutions and Services

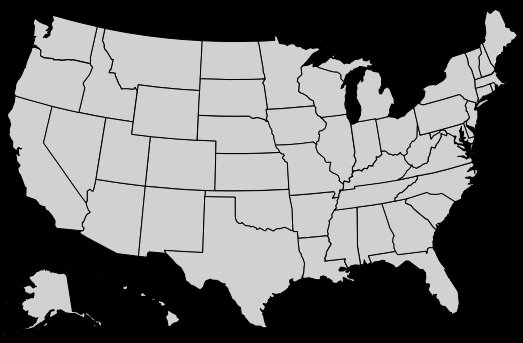
Recognized for worldwide mailroom solutions and services.*

** Source: IDC MarketScape: Worldwide Mailroom Solutions and Services 2026 Vendor Assessment (Doc #US52993325, July 2026).*

Ricoh's Intelligent Business Platform – Patent pending with United States Patent and Trademark Office (USPTO).

Expand your print fulfillment capabilities

Business requirements change, but production resources don't have to be limited by what's available in a single location. Ricoh's national production and fulfillment network provides access to additional capacity and state-of-the-art capabilities to support changing demand and serve distributed locations through one connected operating model.



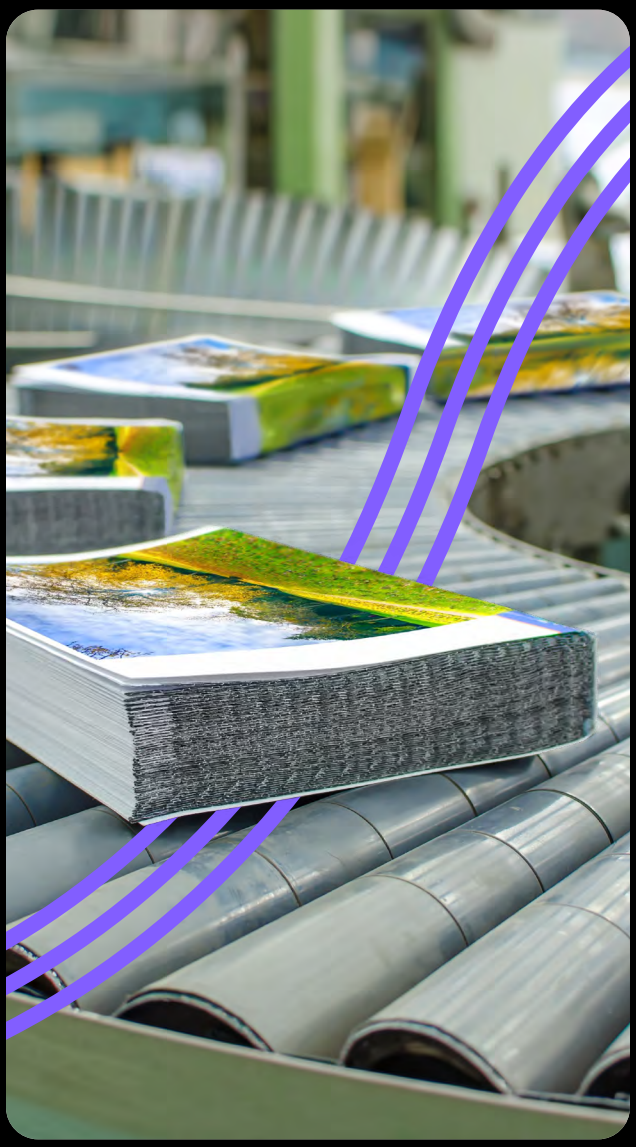
Ricoh provides nationwide U.S. coverage through its production and fulfillment network

Expand capabilities with access to additional production and fulfillment resources

Scale capacity as volumes and requirements change

Build resiliency through access to broader Ricoh resources

Extend reach across users, locations, and fulfillment environments



One simplified delivery model for outcomes that evolve

Organizations often begin with a specific print, mail, or inventory fulfillment challenge. Ricoh's connected platform and services model is designed to address that immediate need while creating a foundation for broader capabilities, workflows, services, and innovation over time.

Rather than connecting separate tools, providers, and processes, Ricoh brings together an intelligent platform, managed-services expertise, and operational execution through one connected delivery model.

As requirements evolve, organizations can continue building on the same platform foundation, operating model, and Ricoh relationship.

OUTCOME DRIVEN



Focus on visibility, consistency, accountability, and operational performance.

PLATFORM-ENABLED SERVICES



Connect the digital request experience with workflow, fulfillment, reporting, and adjacent services.

ONE ACCOUNTABLE OPERATING MODEL



Coordinate people, technology, and operational resources from request to completed outcome.

BUILT TO OPTIMIZE AND EVOLVE



Introduce connected capabilities and incremental innovation as requirements change.

Address today's priorities, innovate for what comes next.

Begin with communications, mail, print, and inventory fulfillment today. As business needs evolve, the same connected operating model can support additional workplace and business services through Ricoh's broader platform and services ecosystem.

Proven at enterprise scale

Built on Ricoh's platform, operational expertise, and managed-services foundation.

> *Ricoh's Intelligent Business Platform is the centerpiece of its mailroom solutions strategy and a key competitive differentiator."*
>
> — IDC MarketScape Worldwide Mailroom Solutions and Services 2026 Vendor Assessment

200+
out-of-the-box integrations with IBP

1.4M
services customers worldwide

120M
mail pieces processed annually

5,000+
North American managed services staff

50%
of US Fortune 1000 do business with Ricoh

90 years
delivering solutions for leading organizations

Proven across industries

The flexible nature of Ricoh's platform, managed services, and operational delivery model enables organizations to solve a wide range of communications, fulfillment, and workflow challenges regardless of industry, through one connected operating model.



Healthcare
Employee onboarding, training materials, clinical signage, and educational collateral



Financial Services & Insurance
Branch communications, employee onboarding, marketing materials, and customer-facing collateral



Legal
Employee onboarding, employee communications, training materials, and multi-office fulfillment



Higher Education
Student onboarding, campus communications, and distributed ordering



Retail & Franchise
Multi-location fulfillment, signage, and local marketing execution



State & Local Government
Public-facing communications, forms, and operational materials



Manufacturing & Logistics
Operational communications, facility materials, and inventory fulfillment

To learn more about Ricoh's services powered by our Intelligent Business Platform, view the IBP Technical Overview on the Ricoh Trust Center.

Book a follow-up consultation with your Ricoh rep today

RICOH
imagine. change.

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