RICOH Predictive Maintenance

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Increase device uptime with pre-emptive repairs

Unscheduled device downtime and unexpected device failure jeopardize collaboration, project activities and deadlines. These inconvenient events also cause uncertainty about when you can get back to work.

RICOH Predictive Maintenance, which is powered by RICOH @Remote, helps to prevent surprises that interrupt your day. Predictive Maintenance uses data from @Remote and device service histories to predict imminent service needs. Armed with this information, our technicians can complete urgent repairs before a failure occurs and non-urgent repairs during the next scheduled visit.

Peace of mind at no extra cost

Proactive, behind-the-scenes technical support boosts productivity with:

- Fewer emergency service calls
- Fewer onsite service calls or return visits
- More efficient device management
- Increased device uptime
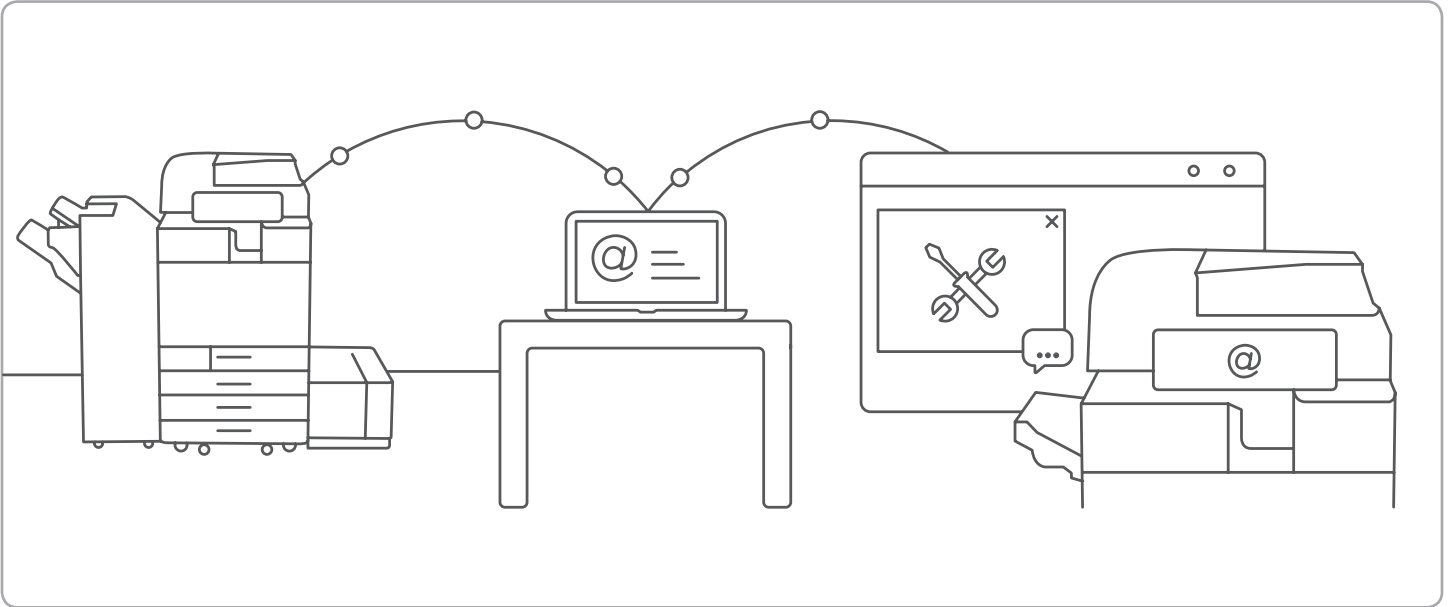
Let big data help prevent downtime

Failure predictions depend on the analysis of many data points and variables over time—perfect for big data analytics. Data from @Remote and maintenance logs feed the analytics engine, which considers factors such as error codes, number of impressions, misfeeds, jams and image quality, before producing a device report.

A technician reviews the report, calls you to discuss any recommended actions and confirms next steps. If @Remote creates a service ticket automatically based on a failure prediction, you'll also receive a call. Either way, technicians are prepared in advance of onsite visits, so they are in and out quickly.

We are proactive and predictive

We invest in technical services like Predictive Maintenance to help you run your business efficiently by:

• Putting the right solutions and resources in place

• Optimizing technologies across your enterprise

• Simplifying device management

• Saving your employees time with ongoing support

Another service—the RICOH Route Optimization Program dispatch and routing system—ensures the right technician will arrive at the scheduled time with the right parts.

Activate @Remote to boost efficiency

You may already use @Remote for automated meter reads, supply reorder notifications and green reports. Now it can do more for you by supplying data for Predictive Maintenance and for the RICOH Advanced Remote Mobile System, which saves time by enabling remote device troubleshooting prior to onsite visits.

If you don't use @Remote, enrollment is free and easy for eligible Ricoh and third-party devices.

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