

IDC MarketScape

IDC MarketScape: Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment

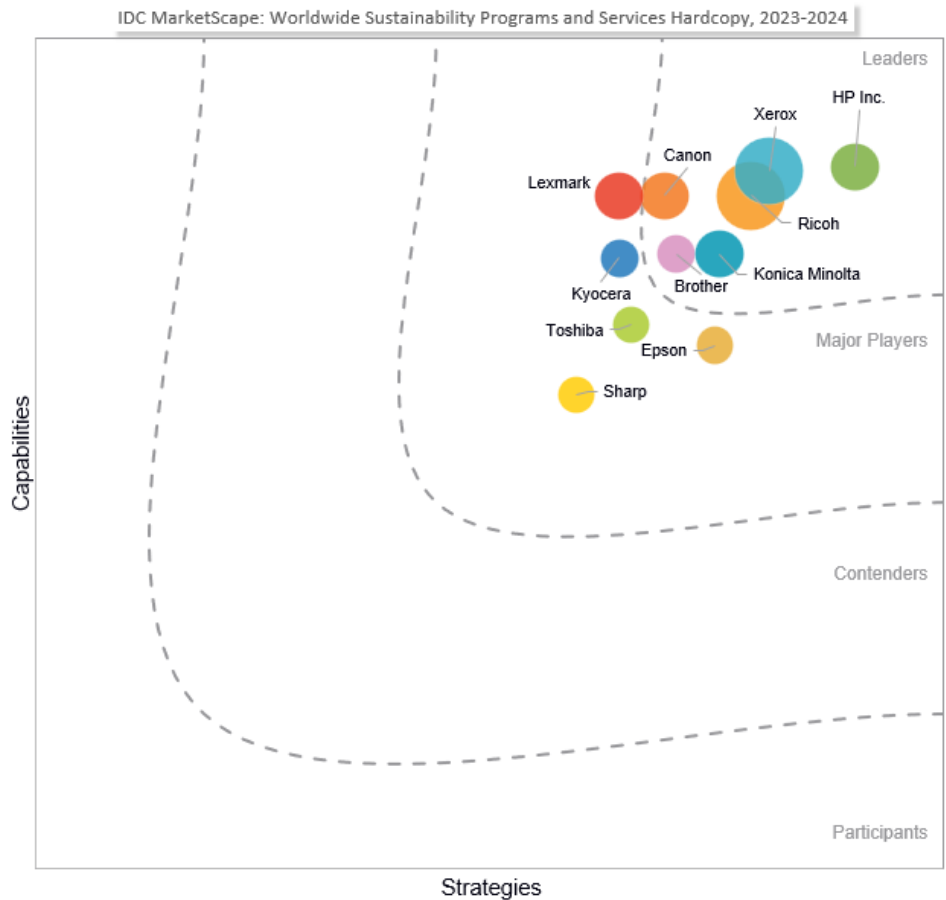
Robert Palmer

THIS IDC MARKETSCAPE EXCERPT FEATURES: RICOH

IDC MARKETSCAPE FIGURE

FIGURE 1

IDC MarketScape: Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment



Source: IDC, 2023

Please see the Appendix for the detailed methodology, market definition, and scoring criteria.

IN THIS EXCERPT

The content for this excerpt was taken directly from IDC MarketScape: Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment (Doc #US49892223e). All or parts of the following sections are included in this excerpt: IDC Opinion, IDC MarketScape Vendor Inclusion Criteria, Essential Guidance, Vendor Summary Profile, Appendix and Learn More. Also included is Figure 1.

IDC OPINION

This IDC study assesses sustainability programs and services among select hardcopy vendors through the IDC MarketScape model. This assessment discusses the quantitative and qualitative characteristics that position vendors for success in the office printing market. This IDC MarketScape covers a variety of hardcopy vendors and is based on a comprehensive framework to evaluate key metrics in corporate strategies, business operations, products and business models, and governance/risk/compliance measures offered in the context of sustainability.

In many ways, printing equipment manufacturers are among some of the most progressive companies in any industry when it comes to sustainability strategies and execution. Many of the reasons trace back to the earliest stages of the printing market when equipment manufacturers began to introduce recycling and remanufacturing programs for consumable supplies (toner and ink cartridges). Circularity has been an inherent part of the printing business model for decades. Building on these earlier investments, print equipment manufacturers have continued to advance their sustainability strategies and goals in meaningful ways.

In this assessment, IDC evaluated 11 major hardcopy equipment manufacturers across 22 scored criteria and collected feedback from customers on their experience and perception of the key characteristics, capabilities, and strategies of these vendors. Key findings include:

- The top 3 sustainability initiatives or capabilities that customers looked for from a printing equipment partner included:
 - Product/solutions features that can help the organization drive sustainability throughout its own print and document infrastructure
 - Programs and services for auditing and reporting on the current environmental impact of the printer fleet with ongoing monitoring of comparisons to a future optimized state
 - Key sustainability targets that the vendor identified specifically aimed at reducing climate impact (e.g., planned reduction in emissions and carbon footprint, reducing waste, and green energy programs)
- The top 5 objectives or requirements driving customers to consider the sustainability capabilities and strategies of their printing equipment partners were:
 - Alignment with the organizations' overall corporate sustainability objectives
 - The need to address certain regulatory requirements around sustainability and reducing environmental impact (regulations vary by region but are growing in importance across the globe)

- Consideration for products, programs, and services that can help the business reduce environmental impact while improving overall operations
- A desire to work with suppliers that demonstrate values consistent with their own regarding sustainability and climate-related activities
- An increased need for sustainability monitoring, reporting, and disclosure, through the setting of KPIs and other metrics

IDC MARKETSCAPE VENDOR INCLUSION CRITERIA

This research analyzes 11 prominent hardcopy equipment manufacturers with broad hardware, solutions, and services portfolios to address office workgroup/departmental printing environments on a global scale. Excluded from the study were IT outsourcing companies, business process outsourcing (BPO) providers, and software manufacturers that offer print or document-related services or subcontract those services to hardcopy vendors. Indirect channel partners of the hardcopy equipment manufacturers have also been excluded from this study.

ADVICE FOR TECHNOLOGY BUYERS

Sustainability has become a top-of-mind issue for businesses all over the world and is inherently tied to digital transformation. Sustainability can no longer be regarded as a "trade-off with returns" because it is integral to the business risk and opportunity posture. Sustainability factors are a crucial part of business and IT strategy, as they can impact business value, talent attraction, and customer retention. Companies are looking to partner with suppliers that demonstrate consistent values when it comes to sustainability and making the world a better place.

Further, organizations are striving to develop clear road maps and the required metrics and skills to achieve their own sustainability goals. Increasingly, organizations are turning to their print services providers for help. In fact, IDC's most recent MPS benchmark survey shows that 77% of organizations identify "meeting environmental goals" as either important or very important when considering factors for moving to managed print services (MPS).

For organizations looking to address crucial challenges associated with sustainability, print OEMs bring a wealth of experience and technology to the table. It is important to understand how these vendors are looking to drive sustainability features into their products and throughout their own operations and business models. Companies should evaluate vendors based on their ability to meet ongoing needs across multiple vectors within the context of the vision for the office of the future.

Accordingly, technology buyers should do the following:

- **Evaluate vendors based on their own corporate sustainability objectives:** Identify the vendor's near- and short-term sustainability targets and evaluate progress made toward those objectives. Place emphasis on those areas that demonstrate material societal value, such as reducing carbon emissions, conserving biodiversity, and promoting a circular economy.
- **Recognize the importance of product features and capabilities:** Consider all print and nonprint-related hardware portfolios. Look to identify key benefits that might drive financial and societal value from specific sustainability features/capabilities.
- **Understand the services that vendors offer to complement their hardware offerings:** Many vendors offer consulting services specifically designed to help customers reduce climate

impact associated with printing. Services could include both professional and managed consulting services combined with a tech-enabled solution for achieving, monitoring, measuring, capturing data of, and reporting on specific sustainability initiatives.

- **Consider the vendors' managed print services offerings:** There are many aspects of MPS that can have a positive impact on the environment. Consolidating print devices alone can result in dramatic reductions in energy consumption, waste, and carbon emissions. For many organizations, simply moving to long-life supplies can significantly reduce materials waste. And of course, reducing paper consumption can have a positive impact on the environment while also serving as one of the most effective means for lowering print costs.
- **Conduct an internal sustainability audit:** Many print vendors offer tools and services that users can leverage to measure key sustainability metrics within the existing print environment. These assessments can help companies drive optimization in the existing print fleet while establishing long-term sustainability targets and measuring progress over time.
- **Seek out vendors that offer reforestation services and carbon offsetting programs:** Print is often viewed as having a negative impact on the environment due to the number of trees that are consumed from printed pages. Nevertheless, trees are one of the most renewable resources on the planet. Many vendors offer programs that allow for the planting of trees to offset the paper consumed for printing. In most cases, companies can integrate these programs into back-end systems to automate the process.
- **Partner with vendors that can take a holistic approach to sustainability needs:** Organizations are waging a constant battle between the need to reduce environmental impact and the need to work more effectively and efficiently. Print service providers should work with customers to establish programs to meet multiple objectives: improved efficiency, greater productivity, reduced environmental impact, and financial benefits.

VENDOR SUMMARY PROFILES

This section briefly explains IDC's key observations resulting in a vendor's position in the IDC MarketScape. While every vendor is evaluated against each of the criteria outlined in the Appendix, the description here provides a summary of each vendor's strengths and challenges.

Ricoh

Ricoh is positioned in the Leaders category in this 2023-2024 IDC MarketScape for the worldwide sustainability programs and services hardcopy market.

Founded in 1936, Ricoh's headquarters are in Tokyo, Japan.

Quick facts about Ricoh include:

- **Employees:** 81,017
- **Global market coverage:** Operates in approximately 200 countries in the Americas, EMEA, and Asia/Pacific
- **Top industry focus:** It serves a wide range of customer industries and can address the needs of any vertical. Specific targeted verticals include education, finance, government, healthcare, insurance, legal, manufacturing, retail, and utilities.
- **Ideal customer size:** SMB, upper midmarket, and enterprise

- **Distribution:** Ricoh sells direct and through various commercial channel partners and office equipment dealers.
- **Services/solutions evaluated:** Sustainability programs and services
- **Delivery models evaluated:** Scope and focus include key metrics looking at business services, corporate strategies, business operations, products and business models, and governance/risk/compliance measures offered in the context of sustainability.
- **Key differentiator:** Ricoh notes that its commitment to sustainability is a fundamental part of its heritage, touching every part of the company, from manufacturing to distribution, business sites, and recycling. Ricoh acknowledged its corporate responsibility to minimize its impact on the environment decades ago. In 1976, Ricoh established a company Environmental Promotion Section, and the company remains focused on driving sustainability through its business and operations while developing innovative technologies to help customers reduce their carbon footprint and lessen their environmental impact.
- **Key sustainability targets identified:** Ricoh also aims for zero GHG emissions across the entire value chain and a switch to 100% renewable energy by 2050.

Strengths

- **Reducing emissions:** Ricoh's commitment to environmental conservation has been woven into its manufacturing, logistics, product use, and final disposal process since 1976. Through technological innovations, Ricoh collaborates with suppliers to address key issues related to energy conservation, global warming and pollution prevention, resource conservation, and recycling. Ricoh became the first Japanese company to participate in RE100, a global initiative aimed at utilizing 100% renewable energy globally by 2050. Currently, all Ricoh A3 MFPs are assembled using power derived from 100% renewable energy.
- **Sustainability across the portfolio:** In addition to its printing hardware, Ricoh has a vast array of related businesses, including business process optimization (BPO), cloud and infrastructure, cybersecurity, digital experiences, digital workspace, and graphic communications. Within each of these business sectors, Ricoh supports multiple components of the U.N. Sustainable Development Goals (SDGs), and Ricoh works to further align those goals with its own material issues. Ricoh claims that every product it builds or service offering it delivers has features or capabilities supporting sustainable business practices.
- **Reuse and recycling:** Since the early 1990s, Ricoh has positioned "resource conservation and recycling" as one of the pillars of its environmental conservation activities. Ricoh has developed a global reuse and recycling program for MFPs, printers, supplies, and consumable parts collected from customers by region and product. Ricoh notes that it has a built-in supply chain for returned components because it operates primarily on a lease-based business model for MFPs, which allows the takeback of used equipment at the end of each device's contracted life with the customer.
- **Managed print and automation services:** Ricoh's Managed Print & Automation Services help businesses to optimize print infrastructure to improve efficiency, reduce cost, enhance security, and drive sustainability. Ricoh offers a range of solutions and services through its MPS program that can be tailored to meet individual customer needs to reduce the IT burden, simplify fleet management, and enable the digitization of document workflows.

Challenges

- **Related services portfolio:** Ricoh offers a vast array of both print- and nonprint-related services for customers across a full range of industries and use cases. Given the depth of its services portfolio, it can sometimes be difficult for customers to determine which services are best

suited for specific customer needs. IDC believes that Ricoh's overall services strategy could be improved with greater emphasis on how its services are differentiated.

Consider Ricoh When

Organizations should consider Ricoh if they are looking for a print vendor that can help to address sustainability objectives across the entire print and document infrastructure. Ricoh should also be on the short list of vendors when looking for a partner to better enable a hybrid working model. Ricoh has the tools and expertise to help facilitate collaboration, creativity, and productivity for flexible working environments, which can help companies reduce their environmental impact.

APPENDIX

Reading an IDC MarketScape Graph

For the purposes of this analysis, IDC divided potential key measures for success into two primary categories: capabilities and strategies.

Positioning on the y-axis reflects the vendor's current capabilities and menu of services and how well aligned the vendor is to customer needs. The capabilities category focuses on the capabilities of the company and product today, here and now. Under this category, IDC analysts will look at how well a vendor is building/delivering capabilities that enable it to execute its chosen strategy in the market.

Positioning on the x-axis, or strategies axis, indicates how well the vendor's future strategy aligns with what customers will require in three to five years. The strategies category focuses on high-level decisions and underlying assumptions about offerings, customer segments, and business and go-to-market plans for the next three to five years.

The size of the individual vendor markers in the IDC MarketScape represents the market share of each individual vendor within the managed print and document services market.

IDC MarketScape Methodology

IDC MarketScape criteria selection, weightings, and vendor scores represent well-researched IDC judgment about the market and specific vendors. IDC analysts tailor the range of standard characteristics by which vendors are measured through structured discussions, surveys, and interviews with market leaders, participants, and end users. Market weightings are based on user interviews, buyer surveys, and the input of IDC experts in each market. IDC analysts base individual vendor scores, and ultimately vendor positions on the IDC MarketScape, on detailed surveys and interviews with the vendors, publicly available information, and end-user experiences in an effort to provide an accurate and consistent assessment of each vendor's characteristics, behavior, and capability.

Market Definition

For the purposes of this study, sustainability programs and services include elements related to corporate and strategy issues, which are instrumental in defining an organization's ESG strategy and goals and designing and implementing structures, processes, and technologies that help the organization reach its goals.

Along with addressing corporate strategic initiatives, IDC will assess the vendor's products, solutions, and services to evaluate features/functions designed to help customers and channel partners achieve

measurable results for environmental sustainability. Products and solutions will include all print and nonprint-related portfolios from individual hardcopy OEMs. Services could include both professional and managed consulting services combined with a tech-enabled solution for achieving, monitoring, measuring, capturing data, and reporting on sustainability initiatives.

Evaluation addresses sustainability issues across several primary segments:

- Corporate strategies
- Business services
- Business operations
- Products and business model
- Governance/risk/compliance measures
- IDC taxonomy

For more in-depth definition of the market, see *IDC's Worldwide Environmental, Social, and Governance Business Services Taxonomy, 2023* (IDC #US50035421, January 2023).

LEARN MORE

Related Research

- *IDC FutureScape: Worldwide Imaging, Printing, and Document Solutions 2024 Predictions* (IDC #US51283923, October 2023)
- *Print Security Business Priorities* (IDC #US50781224, September 2023)
- *Market Analysis Perspective: Worldwide Next-Gen Document Services, 2023* (IDC #US50129623, September 2023)
- *Worldwide and U.S. Managed Print and Document Services and Basic Print Services Market Shares, 2022: SMB Growth Helps Sustain Overall Market* (IDC #US50129823, July 2023)
- *Worldwide and U.S. Managed Print and Document Services and Basic Print Services Forecast, 2023-2027* (IDC #US50129723, July 2023)
- *IDC MarketScape Criteria: Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment* (IDC #US50240023, May 2023)

Synopsis

This IDC study assesses sustainability programs and services among the most prominent global hardcopy vendors and identifies their strengths and challenges. This assessment discusses both quantitative and qualitative characteristics that position vendors for success in this important market. This IDC study is based on a comprehensive framework to evaluate sustainability measures as part of the vendor's corporate strategy, business operations, products, and services.

"Sustainability has become a top motivating factor for businesses considering the adoption of print-related services," says Robert Palmer, research VP for IDC's Imaging, Printing, and Document Solutions group. "Companies want to work with print services providers that share their values when it comes to mitigating environmental impact. At the same time, businesses are looking to deploy technologies and services to help advance their own sustainability goals and objectives."

About IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,300 analysts worldwide, IDC offers global, regional, and local expertise on technology, IT benchmarking and sourcing, and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly owned subsidiary of International Data Group (IDG, Inc.).

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