

# RICOH Service Advantage

You innovate. We execute.

As your business grows and looks to expand into new markets, you understand the importance of investing for future growth — enabling better service efficiency and capabilities to meet the evolving needs of your customers. Yet, investing in your business' growth demands significant time and capital, posing the challenge of supporting new product lines or geographic expansion at scale without compromising your current operational capability and customer service commitments.

With RICOH Service Advantage, you can scale your service capabilities and unlock your business' growth potential while keeping your customers satisfied and overhead costs low. Ricoh's program offers tailored solutions designed to be scalable and flexible, allowing you to adapt services as your business evolves. This not only enhances your customer service levels through accessible support channels but also integrates data-driven insights and predictive maintenance technologies to minimize downtime, optimize equipment usage, and contribute to long-term cost savings.

With RICOH Service Advantage, you can confidently expand your business, meeting the demands of new markets while improving customer service and operational efficiencies.



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## **Extensive support infrastructure**

Our consultative approach helps you make the most of your resources, whether it's managing product lifecycles, supplementing specific parts of your existing service programs, supporting your expansion and implementation plans, or providing round-the-clock service directly at your customer sites. With a dedicated global team of service delivery professionals, we offer comprehensive and scalable service lifecycle support for your business.

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## **Driving innovation and growth**

With Ricoh, manufacturing OEMs can better focus on their core strength — innovation — while we take care of the essential customer service and support infrastructure required to help you grow your business.

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## **Trusted global leader in technology services**

For over 85 years, Ricoh has established itself as a global leader and trusted technology service provider. We have expanded our reach and built a robust professional field services operation, enabling us to provide outstanding solutions tailored to your needs.

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## Comprehensive OEM technical services for a wide range of industries and device types

Whether you are already a global leader or an emerging technology company looking for accelerated operational scale, we have the customer service and support infrastructure you need.



INTELLIGENT  
DISPENSING



RETAIL  
TECHNOLOGY



CURRENCY  
MANAGEMENT



AUTOMATION  
& ROBOTICS



MEDICAL  
TECHNOLOGY



ADDITIVE  
MANUFACTURING

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## Technology lifecycle services

As a trusted partner servicing millions of devices across North America, our field services operations and infrastructure professionals will work with your team to design a tailored service program that complements and extends the in-house coverage, capacity, and capabilities of your business to deliver immediate solutions to your most pressing challenges.

Our Service Lifecycle Management services include:

- Service program consultation and design services, technical knowledgebase development, and digital training content development
- Field maintenance services, including break-fix dispatch, resident technicians, and preventative maintenance services such as
- Implementation and deployment services for initial product installations and ongoing upgrades/retro-fits
- Remote service desk services, including end-user helpdesk support and level 2-3 technician escalation support
- Training services, including end user/operator training, user adoption or change/release management programs, training content development, and digital training program consultation
- Maintenance parts logistics, inventory management, and depot repair/refurbishment services
- IT and data management/analytics services associated with products in the field

To learn more about RICOH Service Advantage or to get in touch with our team, visit us at [ricoh.ca](https://www.ricoh.ca).

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**RICOH**  
imagine. change.

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