

Ricoh
Production
Professional
Services



Find opportunities to create efficiencies
and extend your products and services.



Meaningful **change**. Measurable **results**.

Drive ongoing improvement with Ricoh Production Professional Services.

The print industry is going through a transformation. Maintaining relevance in today's market takes the agility to act on opportunities, while success calls for continuous growth. Ricoh Production Professional Services works closely with production print companies to identify those opportunities and to implement custom solutions that realize the full potential for profit.

In print, profitability correlates directly to marketing innovative products and operating at peak efficiency. Grounded in this core principle, Ricoh's Solution Engineers deliver ideas and impart techniques that streamline workflows and grow revenue through the creation of new products and service.

The Ricoh Difference



Real-world experience

Our teams bring deep industry expertise to every project. No matter which brands you have on your shop floor, we can help. From solution engineers to business strategists, our experts understand the nuances of all manufacturers and aspects of print production in a way that's unique in the industry. Our process has been shaped by our collective experience. It's why we take a deeper, more holistic approach to your operations. And it shows in the results we've helped to achieve for hundreds of companies.

A relationship-centric ethos

We go beyond the typical definition of "partnership." Whether it's with our clients or with leading solution providers across the industry, we form alliances that move the business of print forward. Integrating closely with your staff, we make your strengths stronger and convert whatever isn't working into a contributor to your ROI.

Ricoh Business Booster

Take advantage of this business development program created exclusively for Ricoh production customers. Through an online platform, you have access to a wide array of value-added sales content, marketing resources, industry white papers, turnkey designs and more. Register today and use the program to hone your competitive difference.

The flexibility to meet your needs


It's a new world of work and Ricoh has responded with innovative methods for delivering our services. From remote color management to mailing solutions and home office optimization, our services are designed to help you produce your best work remotely. With a thorough knowledge of the particular complexities of security, branding, production and communications that attend remote work, we can help you ensure that your team keeps collaborating and serving customers seamlessly.

Lean on us to gain a competitive edge:

- Streamline and automate workflows
- Fill gaps in staffing as needed
- Find opportunities to extend your products and services
- Provide advanced security for your customers' assets
- Decrease overall expenses with a full and objective business assessment
- Stay sustainable and agile in changing times
- Achieve accurate, repeatable color and spot-on branding

150+

Solutions Engineers, Production Experts, Print Business Specialists and Mentors. The largest team in the industry dedicated solely to production customers.



Ricoh Production Professional Services



Security

Stay ahead of cybersecurity threats.

Print systems require malware protection, strict access controls and a patching plan to stay protected from viruses and hacking. Ricoh security specialists will create a customized plan for your company, starting with an onsite assessment that helps you understand your security status. Reduce risk, prevent unauthorized access to confidential information and ease the workload of your IT team.

Our detailed analysis results in recommendations for backup, restoration, authentication and compliance.

- Conform to network security standards
- Document best-practice configurations for updates and deployment
- Pass internal or third-party security audits
- Educate your staff on protocols for printer security and backup
- Receive workflow recommendations for a more secure printer ecosystem



Business Continuity / Disaster Recovery (BC/DR) Services

Keep your business running when the unexpected happens.

Interrupted business means lost revenue. When disaster strikes — such as equipment failure, power outages, forced shutdowns or even labor disputes — the organizations that make it through the crisis have a detailed plan to keep servicing clients. In fact, many clients require that the partners they work with have a solid plan in place before signing a contract. While most companies have developed at least some level of a disaster recovery plan, many are missing vital aspects of business continuity: print, mail and e-mail.

Ricoh offers a full suite of resources, including backup sites to complete your disaster recovery plan and ensure your staff can keep working. Whether it's printing, mailing and emailing checks, statements, invoices, notices or memos, you can rely on our proven network in unforeseen circumstances. In line with the strictest control standards and industry best practices, our BC/DR services give you peace of mind and, more importantly, the confidence of knowing your business will stay strong in the event of a disruption.



Color Management

Improve color accuracy and lower costs.

An often-overlooked area of print, color management can drive profit if done right. (Done wrong, conversely, it leads to unnecessary expenditure and waste.) Whether you're looking to speed up production, reduce waste, improve color verification or level up your staff's skills, Ricoh's Color Management Practice can help. A highly skilled team of Idealliance-certified CMP Masters and G7 Experts address every part of the color management chain. From the inception of a design to final production, we can help, regardless of the device's manufacturer or role in the process. Our certified color management experts leverage technology from industry leaders such as Xrite, Pantone, CGS, EFI and Kodak, and oversee the creation of a color management solution in the most economical way.

Ricoh's Remote Color Management Services, designed for the age of working from home, can help your team deliver superior products while working remotely. Achieve spot-on color from anywhere, calibrate accurate settings at home and enhance your color management qualifications through virtual learning.

- Optimize color quality and produce consistent results
- Unify color management across multiple locations
- Implement reporting of equipment status, including temperature and humidity
- Simulate the same appearance across multiple output devices with master gamuts
- Install desktop and remote "soft proofing"
- Create custom color workflows from image capture through design and production
- Meet industry standards and specifications (i.e., SWOP, GRACoL, G7, FOGRA, sRGB, AdobeRGB)



Design and Education Services

Keep your staff current on the latest in design.

A surge in digital technology and an emergence of new media platforms has altered the skillsets needed to thrive in graphic communications and commercial print. From one-on-one design services to our digital literacy program, we help our customers keep staff up to date on digital design skills such as typography, layout and color manipulation. These services provide hands-on guidance on how to efficiently maximize resources and further develop skillsets through continued advancement. Expand your services and be more valuable to clients with a strong design team.



Ricoh Production Professional Services



Workflow Automation

Expedite ROI by optimizing operations.

Find where your strengths lie, learn what challenges you face and get actionable recommendations for saving money, reducing errors, bridging information gaps and supporting compliance requirements. Our workflow automation teams consist of a technical Ricoh Implementation Specialist who architects and executes solutions and a Business Analyst who drives transformation through marketing services and business optimization. A comprehensive assessment with industry benchmarks for workflows and equipment gives you a clear picture of how you stack up. Armed with insights from our Findings Report, you'll know exactly where to upgrade technologies and how best to budget for the future, all with the goal of maximizing success.



Campaign Services

Modernize your marketing offerings.

Many buyers today regard multichannel marketing as a must-have capability for their print service providers. Ricoh's campaign services are designed to onboard you seamlessly into this lucrative market, so that you can start offering higher-value services to your customers fast. The successful results we achieve for clients draw on the combined power of software, campaign creation and execution by a Ricoh Campaign Specialist, and solution implementation and staff training by a Production Printing Solutions Engineer. Our team can also work with you to promote your own services. Together, we'll define a target market, develop a recipient list, create a message and determine the right call to action.



Sign & Graphics

Drive more revenue.

Whether you're just starting in this lucrative market or you're a seasoned veteran looking to maximize your equipment's capabilities, Ricoh's Sign & Graphics Professional Services can help you get there. Learn how you can enter the packaging market, use substrates more efficiently or pivot to add new in-demand services. Encompassing everything from design and marketing to finishing and installation, programs are led by experienced wide-format professionals. Our teams provide ideas and strategies, perfected from decades of experience, that drive top line revenues. From banners to building wraps, we simplify the complexities of these profitable products as we guide your business.

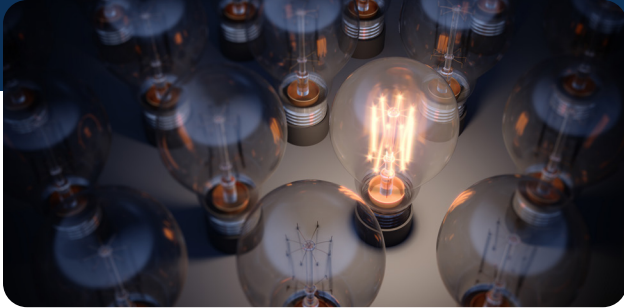


Composition and Critical Communications

Enhance your communications.

Automate business communications with a suite of multi-channel tools that drive dynamic variable data print, email, SMS and web content. Our team can integrate solutions in both legacy environments and modern office systems to help you meet your composition and communication goals. Whether you want to automate postal processes, aspects of print production or e-invoicing, Ricoh's communication experts can design the right solution for your business.

Ricoh Production Professional Services



Workflow Efficiency

Get the job done faster and more accurately.

Workflow efficiency is, along with extended product lines, a crucial component of profitability. At Ricoh, we view it as a process of optimizing the individual steps involved in the overall print execution process. Our workflow experts focus on dual aspects of your shop: technically, on consistent production outcomes and organizationally, on workplace culture and procedures. Solutions Engineers collaborate with you to identify snags in the make-ready, print management and analytics processes. By helping you realize efficiency at every stage, we help you eliminate errors and reduce labor costs. Customers with multi-step, manual or otherwise complex production workflows benefit most from this service. Embracing automation is foundational to its success.



Business Analytics

Turn data into actionable insights for competitive positioning.

Print companies amass vast amounts of data in the daily course of operations. Often dispersed among various locations, this data on throughput, performance and operator productivity adds up to an untapped trove of critical information. Ricoh's Business Analytics tools create easy-to-understand visualizations of your data in reports that give real insight — and empower you to turn knowledge into effective action. Our solutions eliminate expensive guesswork and waste by identifying areas where training is needed, optimizing device utilization and increasing uptime. With our vendor-neutral approach we can help you unify equipment across your shop and wield the power of your data from any digital device.



Advanced Solutions

Implement strategic software solutions.

Often, companies purchase needed software and find they do not have the resources, time or staff to properly implement them. Other times, they recognize a solution is needed but do not have the expertise or capacity to develop one. Ricoh's locally based consultants work with commercial print providers and enterprises of all sizes to perform workflow assessments and architect solutions in e-commerce, management information systems and multi-channel marketing as part of a technology roadmap for strategic and long-term planning.



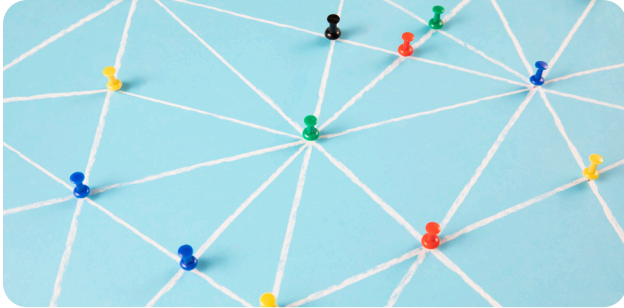
Business Development

Upgrade your operations.

For in-plant, commercial print and mail operations, Ricoh draws up and executes business optimization strategies and solutions. Achieve operational excellence in the areas of production procedures and operations, staffing, equipment, administration and workflow.

- Omnichannel Distribution
- Composition Services (Professional Services and Hosting Services)
- Printer and Inserter Optimization
- Postal Optimization
- Schedule and Site Optimization
- Marketing Plan Development
- Strategic Plan Development
- Sales Team Education and Training
- Staff Augmentation

Ricoh Production Professional Services



Customer Communications Management (CCM)

Offer your customers more choices.

Ricoh Customer Communications Management delivers an efficient alternative to designing and managing a CCM platform in-house. With the flexibility and scalability to meet your business needs, RICOH CCM is a powerful, modular platform for both on-premise and cloud-based deployments. Our mission is not merely to build a CCM solution to meet your goals, but to help you continually evaluate actual performance against anticipated ROI to drive ongoing improvement. Unlike other software that is licensed on a per-seat basis or purchased outright, our solution, based on an annual subscription, is priced according to the exact amount of output you produce.



ePresentment and Payment

Experience a streamlined approach to offering multiple payment options.

Given the choice, more consumers are choosing to receive bills, statements and other communications electronically. RICOH ePresentment and Payment lets you help your customers keep up with consumer preferences without the strain on resources that building and managing your own system entails. Deliver the benefits of modern communications, including improved revenue management. Seamless technology, combined with our team's deep expertise, brings your new payment solution to market fast. From defining needs across your organization to full implementation, our end-to-end solution to adopting a range of new presentment and payment services includes:

- Online
- Mobile
- Text message (SMS)
- Interactive voice response (IVR)



Assessment and Analysis Services

Keep up with a changing landscape.

Today, “print solutions” encompass a lot more than simply printing. Print providers are expected to have a web-enabled strategy, print-on-demand capabilities with spot-on color management and quick turn arounds and competitive pricing. Meeting these buyer requirements calls for an overarching plan, starting with a proper assessment of your business and your long-term vision.

Ricoh’s Assessment and Analysis Services, available via remote delivery, are designed to help you gain insights into your operations, keep up with changing technology, drive growth, reduce costs and maximize profitability. Each project results in the design and implementation of a customized solution that catalyzes positive change and heightens your competitiveness.

- Business Strategy Analysis
- Color GAP Analysis
- Print and Mail Workflow Automation Assessment
- Web & Marketing Asset Management Strategy Assessment
- MIS Assessment

Together, we can uncover openings for positive change and enhancement in the areas of hardware, software, operational processes and skillsets. Ricoh’s proven and refined methodology — consisting of expert assessment, analysis and execution — is a path to market resilience and flourishing for your business.



www.ricoh-usa.com

Ricoh USA, Inc., 300 Eagleview Blvd, Exton, PA 19341, 1-800-63-RICOH

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