

Ricoh's Digital Transformation Framework

RICOH IT Services



RICOH IT Services provide the right mix of services, expertise, innovation and technology that empowers your digital transformation. We help you reimagine your business with solutions that create new insights, mobile workplaces and operational efficiencies, as well as grow revenue and improve your employee and customer experience.

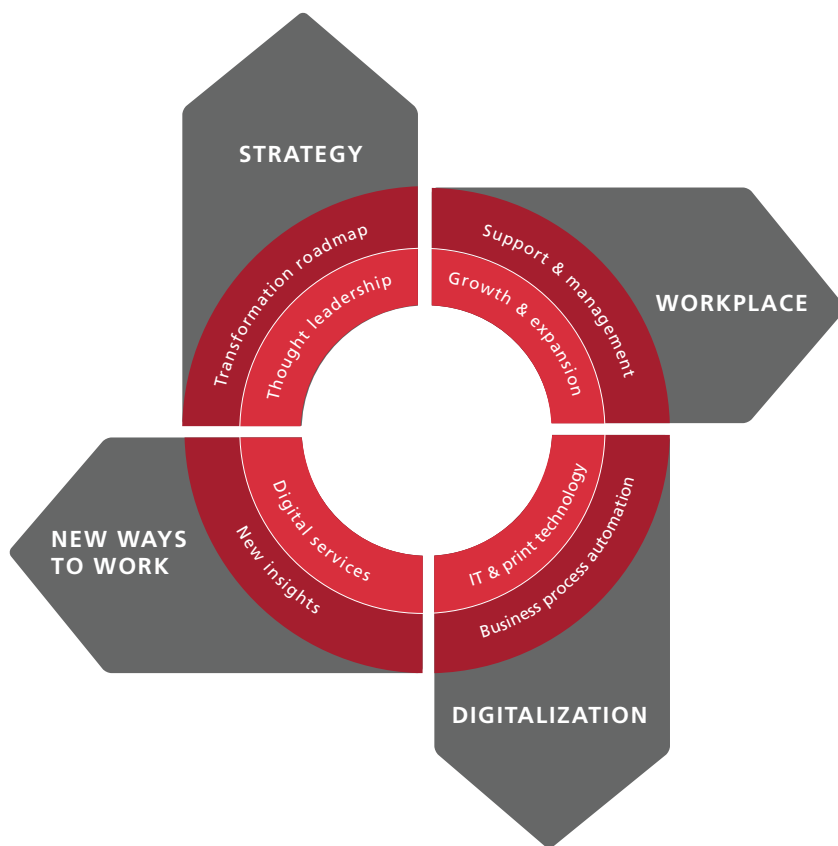
Getting to the heart of your unique challenges

Your starting point and solution requirements will be unique. Some organizations require only a few of the services Ricoh provides, while others will need more. Our modular approach allows us to define and prescribe only what is needed, and when it is needed, in your journey.

STRATEGY | Thought leadership

To start your journey, we provide a framework – Ricoh’s Digital Transformation Framework – for defining and envisioning your desired outcomes: growth and expansion, cost reduction, process improvement, or specific project objectives.

However, each organization has different hurdles, gaps and measures of organizational maturity that must be accounted for in any transformation plan. Therefore, to achieve your desired outcomes Ricoh’s Digital Transformation Framework starts with high level consultations, technology guidance and thought leadership sessions where we seek to understand your short and long-term objectives.



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STRATEGY | Assessment services

When required Ricoh can provide network and business assessment services that give you insight into the gaps or challenges that can inhibit your transformation. The findings from our assessment services often prove reliable as a guide for strategic planning.

STRATEGY | Migration support

Frequently, we find these gaps require migration to newer operating systems and networks; or virtual, physical, desktop or cloud-based systems that are needed to support your digital transformation. Our expert migration services will guide you every step of the way in these situations.

STRATEGY | Transformation roadmap

We work with you to create a transformation roadmap, budget plans, processes and tasks for integrating technology with your organization's strategy to deliver exceptional value. We ensure there is a baseline from which we can plan, implement, innovate and measure success.

DIGITALIZATION | IT & print technology

Digitalization can be defined as the leveraging of digital technologies to transform business processes or functions. This definition can also include the broader context of digitized data that is transformed into actionable information.

The result of digitalization should have a positive impact on your employee and customer experiences. Your workforce works differently – more efficiently and productively – using mobile devices, social collaboration and unified communication platforms that increase their digital dexterity.

We are uniquely qualified to help you in this phase of your transformation by providing both print and IT digitalization services.

DIGITALIZATION | Business process improvement

Our scan and capture services digitize data and turn paper-based or manual processes into digital workflows. We also provide business process automation services that can streamline and interconnect your entire digital ecosystem, from the mailroom to the boardroom, increasing the flow and accuracy of information.



NEW WAYS TO WORK

As you progress along the stages of digital transformation, RICOH IT Services can provide new ways to work which free your IT staff, employees and business stakeholders to focus on competitive differentiation, core competencies and growth.

These new ways to work include our Print Platform Cloud Service, a fully-managed, cloud-based service which removes the burden of managing printer fleets.

Our Microsoft® SharePoint®, Office 365® and Azure® application development services automate most of the frequent, time-consuming, and error-prone management tasks that improve efficiency and generate cost savings in your accounts payable, human resources and records management functions.

Ricoh Interactive White Boards and conferencing services enable a new way for onsite conference participants and web-connected staff to collaborate.

RICOH Cloud Workflow Solutions eliminate the infrastructure underlying device-dependent process automation, allowing you to initiate workflows right from your Ricoh print device.

With all of these new ways work, we can help bring new levels of productivity, mobility and efficiency to your business.

NEW WAYS TO WORK | Data center & cloud services

Once data enters your ecosystem it must be secured, stored, backed up, insured against disaster and made available for anytime, anywhere access. Our data center and cloud services and content management capabilities make this possible, allowing Ricoh to be your one partner for a complete IT and print digitalization solution.

NEW WAYS TO WORK | New insights

Our customers have found that cost savings from business process improvement projects have been used to fuel growth initiatives. And the key to these cost savings are insights gained from RICOH Analytics. Whether it pertains to print usage, process KPIs or specific business functions, we can provide new insights that create new opportunities.



WORKPLACE | Print & IT management

Technology changes quickly, as do security risks, software updates and the need to manage your transformation initiatives. End user adoption of these initiatives often hinges on your ability to transition to newer operating systems or cloud models. Ricoh's IT Services provides proactive monitoring, remediation and management for your print, device, desktop, network or cloud infrastructure, all of which can reduce labor costs and management overhead.

WORKPLACE | Print & IT support

Help desk and field technical support is critical for your workplace and to ongoing employee satisfaction, productivity and the success of your transformation initiatives. Our Enterprise Support Services provide the necessary support for print, device, application and IT infrastructure that is critical to your end users.

WORKPLACE | Agile growth & expansion

At this stage of your journey things are rolling. Perhaps you are adding offices or even acquisitions. To support your expanding workplace, our rapid office rollout services can deploy a standardized IT environment and minimize the IT footprint across new locations.

We can set up secured wireless LANs, web security, virtualized servers and optimized circuits for internet access, VoIP, cloud storage and services, as well as print servers and cloud backup.

Using virtual desktops, cloud apps and scalable networking services, we can connect remote employees or operations to your data center or secure private cloud platforms.

Now your workplaces can be onboarded faster, expansion and support costs are reduced, and a great user experience is created.

Getting started

To learn more about Ricoh's Digital Transformation Framework or to simply start a conversation about your journey and how we can help, please [visit us online](#).

RICOH
imagine. change.

www.ricoh-usa.com