



RICOH Service Advantage

Executive Brief

Gain technical support coverage, capacity and capability for your organization

Your business is thriving, and you're ready to expand into new markets. But investing in the future growth of the business requires significant time and capital. It can be challenging to support new business programs at scale without impacting your current operational capability and existing resources.

A clear path to accelerated and controlled growth

A RICOH Service Advantage partnership helps expand your services, customer satisfaction and markets, not your overhead. We provide an established and extensive support infrastructure to manufacturing OEM's with the scalability and flexibility to ensure your service needs are met with a high level of customer satisfaction and experience. Expand your business with confidence!

A trusted technology partner

For more than 80 years, we have been expanding our geographic reach, developing a professional field services operation and growing into one of the world's largest technology service providers. Our consultative approach helps you discover the best allocation of your resources—from closing the gaps in your product lifecycle management to supporting new program execution.

Learn more at
ricoh-usa.com/ServiceAdvantage

SERVICE LIFECYCLE MANAGEMENT
TECHNOLOGY LIFECYCLE SERVICES

Service Lifecycle Management

We are committed to offering a true and consistent, full lifecycle support to all your customers. Ensuring that your customers will always be supported with training, education, deployment, service, maintenance and replacement for the full lifecycle of your equipment and technology.

Experienced Professionals

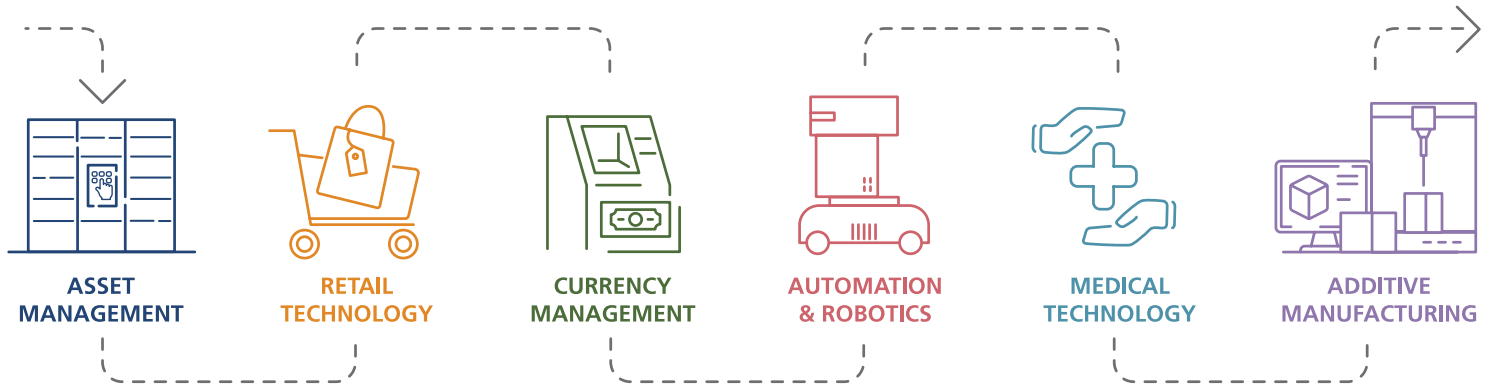
With more than 10,000 service delivery professionals, Ricoh U.S. provides end-to-end flexible service lifecycle support for your equipment and dedicated program management to ensure quality service delivery and customer satisfaction.

Solution Infrastructure

With Ricoh, Manufacturing OEM's can focus on what they do best – innovation – while we fill in the customer service and support infrastructure you need so you can expand your business with confidence.

RICOH
imagine. change.

Support for today's automated technologies



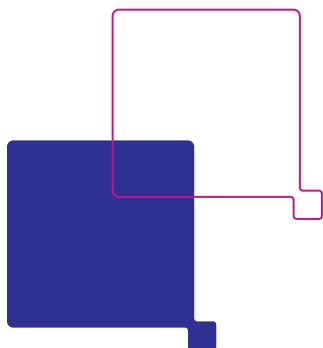
You Innovate. We Execute.

Business and customer needs are continually changing. You require a service and support team capable of growing with you, with the flexibility to adapt to your technology innovations and your customers' shifting requirements.

We have a solution to fit your needs — whether it's supplementing specific parts of your existing service programs, supporting your expansion and implementation plans, or providing service 24/7 with dedicated onsite resident technicians directly at your customer sites.

Ricoh delivers a time-tested service fulfillment practice built on dedicated people and skills, proven problem-solving processes, and a robust technology platform.

Whether you are already a global leader, an emerging technology company, or an investment portfolio manager looking for accelerated operational scale, RICOH Service Advantage is your partner of choice. Leverage our existing global infrastructure to your competitive advantage.



Contact a
Service Advantage
representative:

ricoh-usa.com/ServiceAdvantage

TECHNOLOGY LIFECYCLE SERVICES OVERVIEW

Lifecycle Program Management

- Consulting services
- Service program design
- Call center services
- Dedicated end-user support (L1)
- Customer escalation support (L2/L3)
- Project management
- Technology retrofit management
- Technical knowledgebase documentation
- Technician and End-user training development

Service Delivery

- Dedicated service program management
- Remote Managed Service (RMS)
- Equipment deployment and configuration
- Onsite break/fix
- Preventative maintenance
- Resident technicians
- Traveling technicians
- Depot repair - exchange services
- De-installation services

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