

# Ricoh On-Site Managed Services

Because delivering excellence takes talent



Transform your business with Ricoh's On-site Managed Services—your strategic partner for a modern workplace. We integrate unparalleled capabilities and efficiency directly, and seamlessly, into your operations with the right talent, processes and technology. Tailored to your business goals, our comprehensive On-site Managed Services solutions are designed to make future-focused businesses more agile, innovative and productive—without the distractions of managing headcount or non-strategic functions.

## Our portfolio of scalable services

### Print, Copy and Scan Services

For everyday or more complex printing and copy needs, our on-site experts ensure a responsive and efficient experience. We manage your fleet, vendors and service requests to keep equipment running and minimize downtime. Plus, through our holistic approach, we can provide real-time insights about printer utilization and usage by department or personnel so you can make network-wide improvements on costs, energy, waste and security.

#### Services include:

- Oversized and batch printing services
- Scanning and digitizing documents (Backfile and Scan Forward)
- Equipment infrastructure and extend hardware life cycles

### Hospitality & Reception Services

Deliver a modern, sophisticated, and most importantly, inviting workplace experience for employees and clients alike with a highly trained team of professionals who provide comprehensive and consistent service that elevates the outcome of each experience. Our dedication and attention to detail create a lasting first impression.

#### Services include:

- Tailored concierge experiences
- Internal and client event planning and execution
- Visitor and vendor management
- Catering and hoteling

## **Mailroom and Courier Services**

Automate and digitally integrate your mailroom and mail services using the right combination of people, advanced technologies and optimized processes. Our expertise in information management means a highly efficient mail department that gets the right mail and packages to the right people at the right time, no matter where they may be located.

### **Services include:**

- Digital mail technology with chain of custody for secure mail management
- Courier liaison for parcels and packages
- Internal and external mail handling
- Customized reporting to improve efficiencies on an on-going basis

## **Business outcomes of On-site Managed Services**

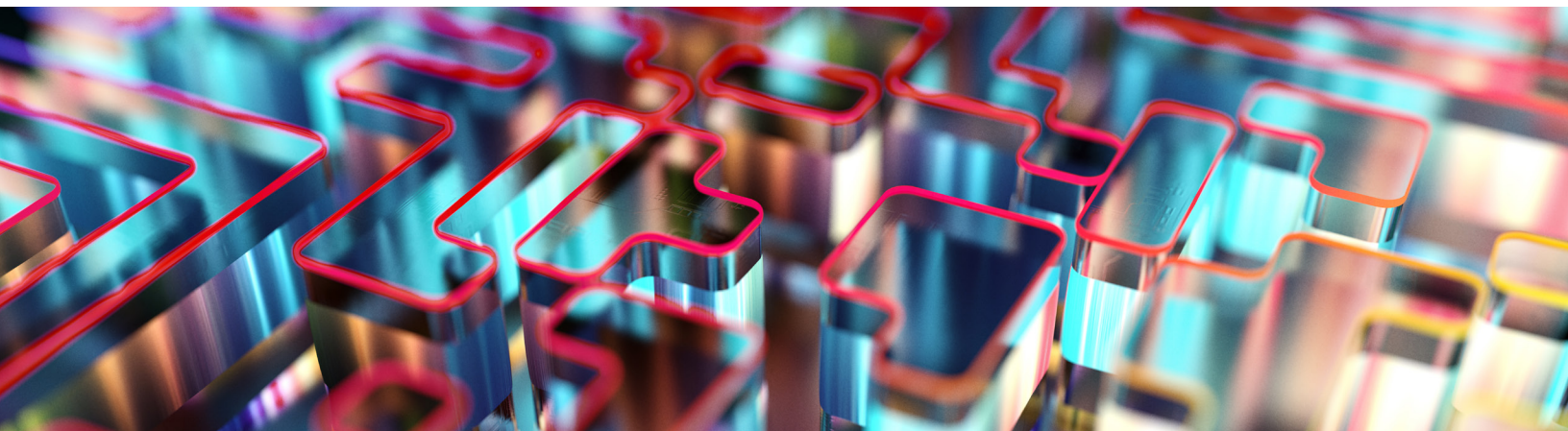
Our entire portfolio of On-site Managed Services helps your business stay laser-focused on achieving strategic outcomes while effectively bridging capability gaps that often create distractions and inefficiencies within your operations.

- 1 Improved strategic focus and productivity for in-house employees
- 2 Increased organizational responsiveness, agility, and competitiveness
- 3 Predictable monthly costs tied to business outcomes with the flexibility to scale as needed
- 4 Improved tracking, reporting and compliance from digitized processes and automated workflows managed by trained Ricoh personnel
- 5 Access to an experienced, professional talent network across North America

## **A tailored approach to On-site Managed Services**

Our commitment to service excellence begins with analyzing your business operations and identifying and recommending scalable solutions. We integrate our trained staff with your teams to implement, manage and optimize your workflows using industry-leading technologies. The result: a dedicated partner that enhances productivity, reduces operational costs and drives continuous improvement for your business.

This is the next generation of managed services to help businesses stay competitive, attract top talent, and create frictionless, dynamic workspaces.



# The right solution for any business.

Our Service Excellence model drives the quality, performance and delivery for every one of our service engagements. With hundreds of customers across North America using our On-Site Managed Services we offer scalable, operational excellence to promote growth.

## Here's how we do it:

- 1 Comprehensive needs analysis and solution recommendations
- 2 Seamless transition and implementation of industry-leading tools and process
- 3 Operational best practices that align with your expectations
- 4 Ongoing training and retention for employees with proven technology and processes
- 5 Agile, continuous and data-driven improvement strategies to optimize services as goals and objectives change

## Why companies are choosing Ricoh's On-site Managed Services

"Ricoh is enabling us to do – and to offer our clients – so much more than before. We have new roles, like the Client Floor Coordinator who ensures we make the best use of our recently expanded client space, and the Concierge who delivers meals and other services to our in-house professionals. And I, personally, am able to focus more on the client-facing side of the operations.

We're now able to take on work that we wouldn't have been able to handle using our own internal capacity."

CAO, Borden-Ladner Gervais (BLG) LLP

## Sustainability at the core of our business, and yours

Since 1936, sustainability has been the foundation of The Ricoh Way. Every day, we tackle our Environmental, Social and Governance (ESG) goals through persistent actions, beliefs, and values that sustain our employees, customers, operations, and progress on protecting the planet — while supporting our customers in tackling their own ESG goals.



Learn more about [Ricoh's On-site Managed Services here](#) or contact a Ricoh representative for more information.

**RICOH**  
imagine. change.

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