

Maximise operational savings with our lifecycle approach to world-class Managed Print Services



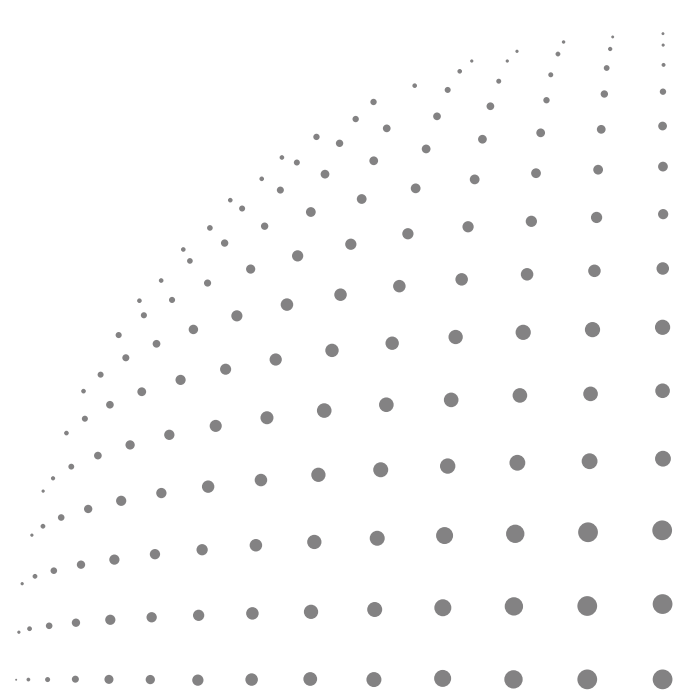
Save up to 30% of your print costs while improving Service Management

If you want to take control of costs and streamline increasingly complex print operations, Ricoh can make it happen. Our Managed Print Services offer a total optimisation program designed to understand, improve, transform, and above all govern, the cost-efficient evolution of your fleet.

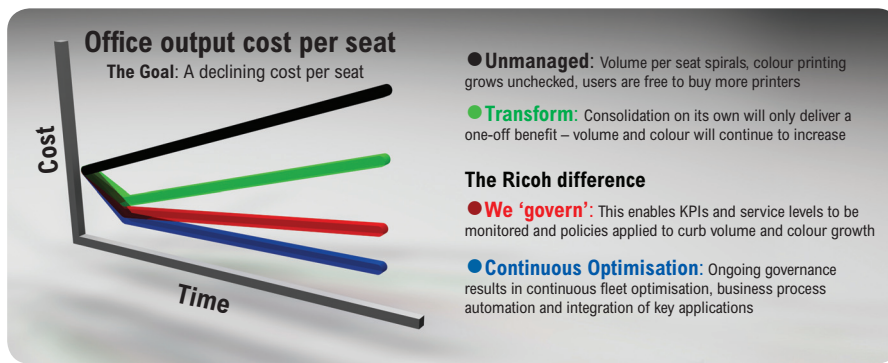
Research shows that businesses who manage their print fleets can save up to 30% of their print costs*. As the acknowledged leader in Multifunctional products (MFPs) and consultancy-led document management, Ricoh has the experience and expertise to deliver world-class Managed Print Services (MPS).

Ricoh's MPS will optimise your print operations to measurably improve business agility. Our Programme Management strategy focuses on the critical phases of Understanding, Improving, Transforming and Governing the document lifecycle to drive improved productivity and efficiency, through a full range of added-value services that will help move your ideas forward.

*Source: "Organizations can reduce their office printing spending by 10% to 30% through active management." The Golden Opportunity to Slash Your Printing Costs: Seize It Now -- ID:G00167466 published on 26 May 2009 by Ken Weilerstein.



Professional governance delivers continuous optimisation



Identifying your business needs

The 'Understand', 'Improve' and 'Transform' phases of our MPS programme are where we rightsize, plan and deploy a customised solution to exactly fit your business.

Our MPS consultants will listen as you define your needs and future goals, before analysing your document environment to identify opportunities for increased efficiency. We examine the technical, security and environmental issues, highlight cost drivers and establish the current Total Cost of Ownership (TCO). This is followed by a fully documented business case for change that reveals hidden costs and opportunities to reduce document expenditure. We then work with you to implement the agreed recommendation, which will streamline your print environment.

Applying powerful 'Governance'

Our unique 'Govern' phase ensures your projected cost savings and long-term productivity gains are realised.

Delivering world-class Managed Print Services

A single point of contact simplifies life for MPS customers, leading to informed decision-making that covers the entire document lifecycle. Ricoh's Managed Solutions are focused on bringing a better quality of service to each and every customer. We deliver long-term value by gaining essential insight into your business, now and on an ongoing basis.

Ricoh knows that investment in technology-driven solutions is essential to deliver enhanced customer value. As a leading manufacturer of digital office equipment for the business market, Ricoh has built one of the industry's most extensive and direct global sales and support networks, providing cutting-edge products and services that exceed our customers' expectations.

Our dedicated Service Support and Service Delivery processes offer effective Service Management, ensuring maximum device availability and business continuity. We implement processes that constantly monitor and guarantee user-defined service levels through detailed management information reporting. This reduces your IT support workload and ensures strict cost-control. The result is a highly productive print environment, expertly tuned to the changing needs of your business.

Achieving your business goals

Ricoh MPS will increase the speed, quality and reliability of fleet administration, improving the efficiency of your document output processes. From distributed print services to central reprographic departments, Ricoh's worldwide service network aids customers' multi-site, multi-national or even global business expansion goals through consistent service availability. We work in true partnership with our customers to achieve peak performance wherever our solutions are deployed.

• Lower Total Cost of Ownership

MPS offers complete cost transparency and control to significantly reduce TCO whilst improving service quality, regardless of whether you outsource all or part of your print management to Ricoh.

• Process Improvement

Our print management experts help customers improve their document processes and achieve key business goals by dedicating the time and resources required within the proven Ricoh MPS methodology.

According to Project Management and ITIL Frameworks
ISO9001 certified

• Seamless, Secure Operation

We work behind the scenes to make sure the print environment runs smoothly and securely to safeguard confidential documents and information.

ISO27001 certified

• Environmentally Responsible

Ricoh's investment in eco-technology goes beyond manufacturing and recycling to help the customer reduce their carbon footprint, by lowering energy and paper consumption.

ISO14001 certified

The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners.

Copyright © 2009 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/or incorporated into other works without the prior written permission of Ricoh Europe PLC.

www.ricoh-europe.com

RICOH