

# Ricoh Managed Services for Zebra



## Ricoh managed label printer services are designed to keep your business running

### Mission-critical operational processes

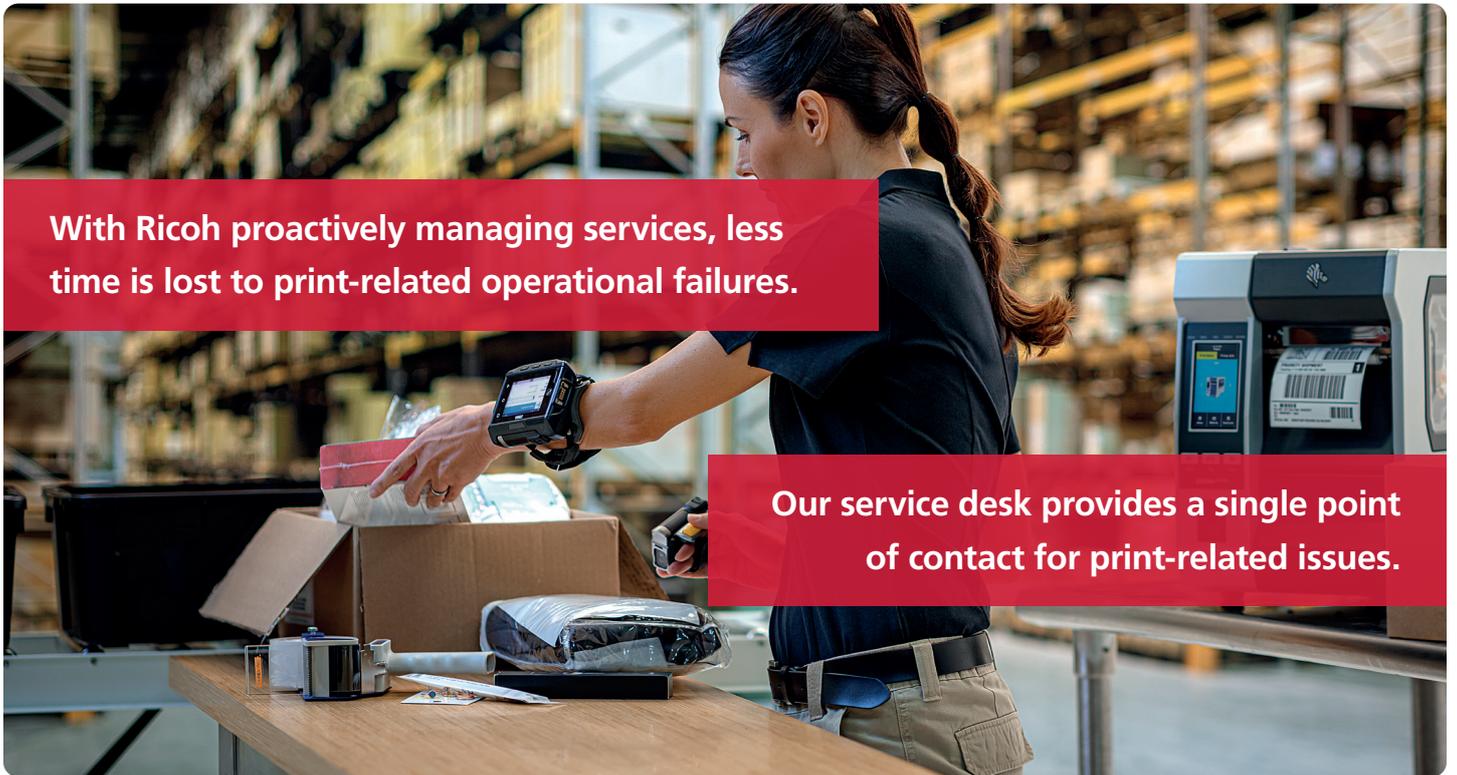
Label printers are critical to your day-to-day operation. Barcode labels and QR codes, printed at the point of use, are routinely used to identify products, record information and manage processes. These processes are often mission-critical and should your label printers fail, your operation could grind to a halt.

### End-to-end management of services

You can count on Ricoh to ensure that your label printers remain fully operational, no matter where they are deployed or how complex the process. Expertly managing your label printing services, we will supply state-of-the-art technology and provide specialized field support. It is a service that is designed to keep your business running.

### Business Objectives

- Safeguard critical operational processes
- Improve resilience of label printing infrastructure
- Extend support at point of use
- Reduce print-related operational failures
- Improve visibility and reduce costs



**With Ricoh proactively managing services, less time is lost to print-related operational failures.**

**Our service desk provides a single point of contact for print-related issues.**

## **We understand the support issues**

Managing label printers can be a thankless task. Despite their operational importance, label printers are often treated as commodities. They are likely to have been acquired locally from different vendors with little consideration given to support. And, with multiple devices deployed in remote locations, providing field support can be a challenge.

## **Safeguarding business continuity**

We can help. Providing managed services, we will optimize your label printing infrastructure and provide cohesive day-to-day support. Outsourcing the management of label printers to Ricoh will help you to safeguard business continuity by reducing print-related operational failures and improving services at the point of use.

## **Expertly managed print services**

A world leader in office and commercial printing, we already provide Managed Print Services (MPS) for customers active in markets as diverse as manufacturing, logistics, retail and healthcare. Our consultative approach to printer management is supported by a nationwide network of trained and skilled service technicians.

### **Ricoh Solution**

- Comprehensive Managed Services
- Review technology and update as required
- Register devices with service desk
- Provide remote, depot and on-site support
- Track performance and report service metrics

Should a printer fail, service analysts can remotely\* triage and initiate corrective action.

\*Requires installation of networked printer management software tools.

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## Adding label printing to the mix

Our customers value our managed approach to service delivery. And with growing demand from customers to add label printing to our Managed Print Services portfolio, we have expanded our product range to include Zebra label printers. Ricoh is an official Registered Reseller and can support and supply Zebra products.



## Zebra desktop, mobile and industrial printers

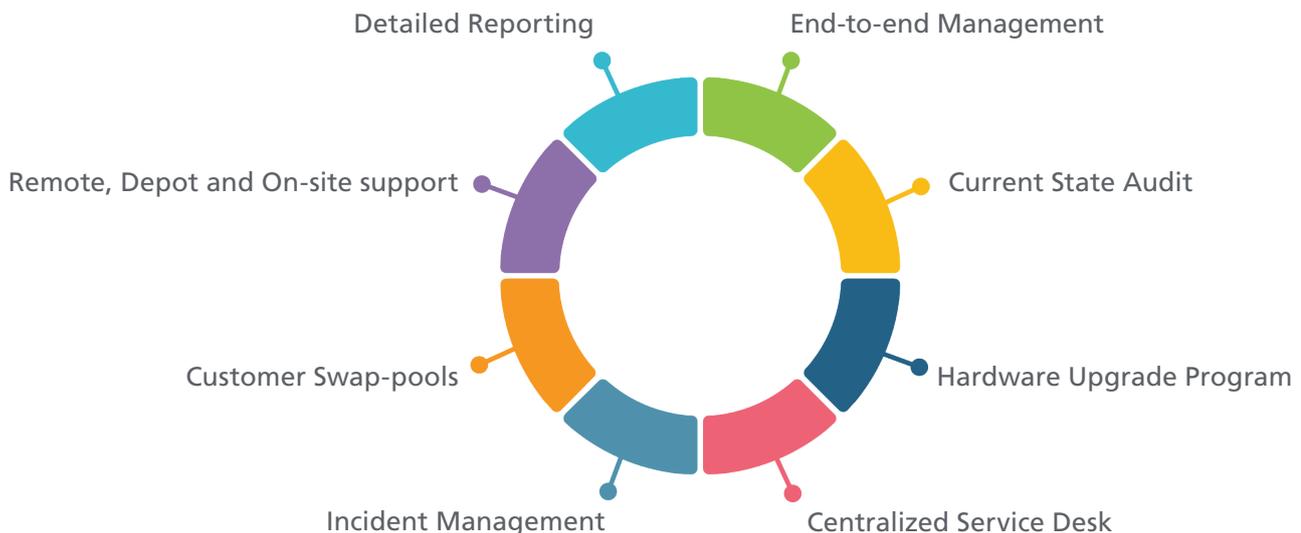
Established in 1969, Zebra is an industry leader in label printing. Zebra's products, which include desktop, mobile and industrial label printers, are used by manufacturers, logistics companies, retailers, research companies, healthcare providers and other organisations around the world to print barcode labels and QR codes.

## Smart support at point of use

Partnering with Zebra, and leveraging our nationwide service capabilities, we can extend Managed Print Services to your reception desk, your production line, your distribution center and your shop floor. Providing a single point of contact for your label printing requirements, we can expertly support your existing devices and supply new Zebra printers.



Ricoh's own certified technicians provide field services on supported Zebra label printers.



# Ricoh Managed Services for Zebra

## Bringing our expertise to bear

Outsourcing the management of label printing services to Ricoh will enable you to bring expertise in-house without adding to your headcount. We can perform a current state audit, procure and install new technology, train and assist your users, implement software upgrades and provide attentive helpdesk and field support.

## Consistent nationwide services

We have an established service operation that delivers a complete portfolio of support services. Ricoh's Managed Services and distribution networks are covered nationally. Wherever you take your business, you will find that we are familiar with the area and can provide consistent expert services.

With Ricoh Managed Services supporting your label printing requirements, you can be sure that your local operations are ready to meet every business opportunity.

## Mission-critical labeling requirements



### Manufacturing

Product identification, asset tracking, compliance with safety regulations.



### Retail

Inventory management, shelf-edge labeling, dispatch labels.



### Logistics

Track and trace, shipping and customs information, process automation.



### Healthcare

Reception desk, patient identification, pharmacy, and records management.

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AUG 2021 v1