

RICOH Automated Meter Reading



Get stress-free, accurate billing — and a whole lot more

Did you know that IT personnel can spend hours writing down the individual serial numbers and meter data for each device? You want your billing to be accurate, but mistakes can happen easily in manual calculation processes — not to mention the unseen costs of lost time that could be better used for something else. The answer is to automate this mundane activity. Ricoh not only offers meter reading automation, we also take things up a notch with advanced capabilities that can truly enhance your enjoyment of Ricoh devices and raise user satisfaction.

Why choose automation?

- Skip the manual meter reads
- Accurate, reliable billing
- Lowest cost solution
- Better service experience
- Headroom for expansion



It's a Win. Win. Win.

Choose automation powered by @Remote

Ricoh accomplishes automated meter reading through our @Remote technology and infrastructure. @Remote can send meters to your service provider on a pre-defined schedule, taking the pressure off manually calculating and submitting meter reads yourself — and that's just the beginning. @Remote can automate both critical and about-to-become-critical service events, automate the toner alert process, offer fleet reporting and green reporting and can even improve service technician effectiveness with timely information.

Skip the manual meter reads

With @Remote technology at your fingertips, you can say goodbye to tallying print and copy counters from each machine. No more putting together .csv or Excel® files to send to your leasing or service provider. Not only does this reduce tedious, time-consuming tasks, it can also help you avoid fees that may be charged for manual tabulations. Put @Remote in place and let it run in the background — saving time for more important things.

Improve billing accuracy

When you automate meter reads, you don't need to wonder if your users are being charged correctly. With @Remote, you gain access to real-time data in an easy-to-read format. Meter collection is automatic and accurate, giving you timely data. With the right information in view, you become better equipped to make informed decisions on maximizing fleet efficiency while minimizing print costs.

Get alerts and access reports

Once you automate your meter reads, there's greater efficiency within easy reach — such as automatic alerts on toner and paper levels, as well as service alerts. Take advantage of the secured link to @Remote's reporting portal (@Remote.net), where you can access all kinds of reports — from device usage and fleet population to green reports that measure environmental impact.

Give users a superior experience

Maximizing uptime is essential to keep your workforce productive. @Remote gives you the tools to keep your device fleet healthy and ready for use. Visualize all print devices and drill down to detailed data by device. Give your service provider the ability to perform remote firmware upgrades. By taking advantage of pre-emptive warnings — instead of waiting for users to report issues — you can solve problems before they trigger downtime.

Simple to start. Easy to scale.

It's easy to take advantage of the automation benefits of the @Remote infrastructure. For many environments, @Remote technology is embedded in Ricoh machines and ready for use as is. For larger fleets of print devices, @Remote appliance options and connectors with or without Device Management suites provide the headroom to grow — while keeping the benefits of meter reading and service automation.

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Avoid downtime through "ARMS"

With @Remote in place, device information is communicated securely with Ricoh's Advanced Remote Mobile System ("ARMS"). This service database is used by field engineers prior to going on a service call — enabling the technician to know the device history and current issue in detail before visiting the site. With additional real-time insights, service personnel can be better prepared for a higher first-time fix ratio and less downtime.

ARMS has been optimized for mobile devices to give engineers immediate access to the following information:

- Firmware level
- What errors have occurred in the past and at what frequency
- Status of the parts that have a life expectancy



When you automate meter reads with @Remote, you also empower field engineers through the ARMS service database — so they can resolve your service issues fast.

Get full fleet reporting for a 360 degree view

The @Remote infrastructure also includes a secured fleet reporting portal. This cloud-based application provides a centralized management and control point — so you and/or your service provider can understand user behavior, configure machines, spot issues and verify smooth operation. Reporting provides valuable utilization insights for your entire printer fleet.

Examples include:

- Fleet population changes by month
- Breakdown by vendor/model, location and more
- Copy, scan, print and fax usage
- Color vs. black-and-white usage
- Green reporting — track paper saving methods like duplex printing
- Show cost savings, trees saved and resulting CO₂ reduction
- Export reports for easy sharing with key decision makers



@Remote automatically collects print, copy, scan and fax usage data — providing detail and aggregated reports through a secured reporting portal.

Choosing an @Remote solution

All of our machines now ship with @Remote technology embedded on the device. It just needs to be enabled — and we can show you how. Using @Remote as an embedded solution is suitable for environments with a limited number of multifunction printers. A single @Remote appliance — weighing only 2.2lbs — can support 100 Ricoh devices and monitor up to 500 network devices. The appliance can even be extended to handle up to 1,000 managed devices. For larger deployments, a connector to a Device Management solution can support up to 5,000 devices per server installation and give your service provider more powerful options for delivering service.



Security considerations

As @Remote automatically collects meter and device status information, it transmits the data to the fleet reporting portal service via HTTPS secured communication. Our @Remote Office appliance has received an ISO 15408 Common Criteria Information Technology Security Certification. Accessing reports, initiating updates and using other functions through the portal is also conducted via HTTPS secured communication.



Advanced technology to work smarter

We're delivering value in centralized printing solutions — using our advanced technology to improve the way you work. Our @Remote technology, infrastructure, reporting tools, service enhancements and automation methods do so much more than just improve the accuracy of your billing. @Remote features work together to make the entire process easier — working behind the scenes on your behalf, so you can focus on what you do best.

Contact your Ricoh Sales Professional for any special meter reading or device management requirements.



RICOH
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www.ricoh-usa.com

Ricoh USA, Inc., 70 Valley Stream Parkway, Malvern, PA 19355, 1-800-63-RICOH
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