



# Retail Automation Services

We bring confidence to retailers implementing automated technology

## Rapid growth in retail technology

The methodology used to handle cash, payments, and manage your warehouse and supply chain directly impacts your business; this includes the business-critical automated technologies deployed to manage it.

## Team with RICOH Service Advantage to help:

- Accelerate the adoption of automated technology in-store operations and supply chain
- Meet expectations for response time and quality of service
- Ensure consistent machine uptime and availability for a better customer experience

## One partner to help you connect and speed the adoption of automated technologies at scale.

As a manufacturer and service provider for over 80 years, Ricoh has deep experience managing service operations and service delivery for various retail equipment technologies. Ricoh's Customer First oriented field service technicians effectively support over 1.7 million devices in the U.S. across many industries and regional markets. Focus your efforts on store innovation, business growth, and productivity, and let us become your trusted OEM lifecycle services partner for automated retail technology management.

## RICOH Service Advantage

A comprehensive Ricoh lifecycle service supports maintains and manages your retail technology equipment from one team — dedicated to reducing the burden on service resources, enhancing the end-user experience, and simplifying workflows and processes.

## Trained Professionals

With more than 10,000 service delivery professionals, Ricoh U.S. provides end-to-end flexible service lifecycle support for your equipment.

## Solution Infrastructure

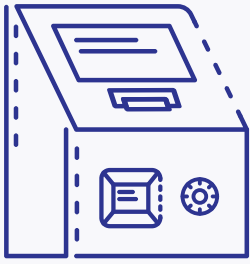
Ricoh's technical and training specialists ensure your customer's technology investment and support continuity as your business scales.

Learn more at [ricoh-usa.com/ServiceAdvantage](https://www.ricoh-usa.com/ServiceAdvantage)

**SERVICE ADVANTAGE**  
**RETAIL AUTOMATION SERVICES**

**RICOH**  
imagine. change.

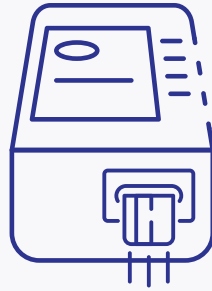
# Smart technology supported by smart partners



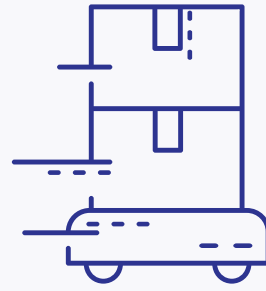
Cash Recyclers



Point of Sale



Self-Checkout



Robotics



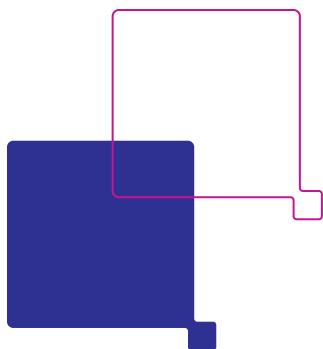
Kiosk / Vending

## Ensure consistent machine uptime and availability

Business 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.

There is a solution to fit your needs — whether it's closing the gaps in your existing service programs, supporting your implementation plans, or providing service 24/7 with dedicated onsite resident technicians directly at your retail 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.



Contact a  
Service Advantage  
representative:

[ricoh-usa.com/ServiceAdvantage](https://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 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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