



Grow your  
business on  
**80+ years of  
innovation**

# 80+ YEARS

**RICOH EMPOWERS WORKPLACES**  
using innovative technologies & services  
enabling individuals to work smarter

## GROW YOUR BUSINESS ON **80+ YEARS OF INNOVATION**

**F**or over 80 years, Ricoh has transformed the way people work with breakthrough technologies that help businesses innovate and grow. Our focus has always been to envision what the future will look like so that we can help prepare you for success. Today, that means empowering digital workplaces with our broad portfolio of services, solutions and technologies.

**1936**

Began with **photosensitive paper** and expanded to **imaging** and **cameras**.

**1974**

Developed first **high-speed office fax machine**.

**1990**

Introduced fastest **digital color printer** at **15 pages per minute**.

**2001**

Released **GlobalScan**—first server-based solution with embedded MFP software.

**2011**

Launched **TotalFlow production print suite** of software, services and solutions.

**2013**

Launched first mass-produced **camera to capture fully spherical images**.

NAMED A **GLOBAL MARKET LEADER**  
**IN MANAGED PRINT SERVICES**  
BY QUOCIRCA 5  
YEARS IN A ROW.

NAMED A **LEADER**  
**IN GARTNER MAGIC**  
**QUADRANT** FOR  
MANAGED PRINT &  
CONTENT SERVICES  
WORLDWIDE 6 YEARS  
IN A ROW.

NAMED A  
**GLOBAL LEADER**  
**IN HIGH-SPEED**  
**INKJET** BY IDC  
MARKETSCAPE  
IN 2016.

NAMED A **LEADER**  
**IN DOCUMENT**  
**WORKFLOW**  
**SERVICES** BY IDC  
MARKETSCAPE 6  
YEARS IN A ROW.

# BUILD A SOLID FUTURE

WITH HIGHLY SKILLED PROFESSIONALS

Here's a snapshot of the dedicated team we can put to work for you:

**21,000+**  
employees in the U.S.

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**8,000+**  
managed services  
professionals

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**500+**  
professional services  
experts

**4,100+**  
technical services  
professionals—

**1,000+**  
focused on  
production print

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**700+**  
IT services employees

Based on November 2017  
data from Ricoh HR

We've built a large organization of professionals that provides responsive coast-to-coast coverage in the U.S.

Our team's certifications include:

- Project Management Professional (PMP®)
- Information Technology Infrastructure Library (ITIL) v3
- Six Sigma
- Certified Change Management Professional (CCMP)
- Masters of Business Administration (MBA)
- A+ for PC computer service
- Net+ for computer network management
- Mobility+ for mobility architects, security professionals and network administrators
- Microsoft Certified Systems Engineer (MCSE)

The average tenure of our skilled services professionals is 11 years.



PUT OUR EXPERIENCE TO WORK

# FOR YOUR BUSINESS



To help understand and solve your most complex business challenges, we are continuing to invest in industry-specific expertise and specialized sales resources in areas that include **healthcare, finance, insurance, legal, education, government, energy, transportation, life sciences and manufacturing.**

We're also investing in services creation, engineering and implementation to provide expert support from the pre-sales consultation stage through execution.



# Invest in a **PARTNER**

## WHO'S INVESTED IN YOUR FUTURE

Thanks to investments in innovation and strategic acquisitions by Ricoh Company, Ltd. and its subsidiaries, we have grown our services capabilities. Now you can save time and money by working with **one integrated services partner**.

Since 2010, we have added to our imaging, office printing and production print acquisitions so we can provide you with more support—now we can offer you a broader scope of services and solutions to help grow your business. Some of our more recent acquisitions in adjacent technologies and services include HSSK, an eDiscovery and legal forensics group, PTI, a marketing technologies company, and mindSHIFT, an IT services company.

**Ricoh Company, Ltd.** has acquired more than **20 businesses** over the past five years, contributing to the expansion of our **services and production businesses** and growth within specific industries.

# Get the **competitive edge** with Ricoh expertise

With the ability to leverage our main **areas of expertise** and intellectual property, we can help you solve your business challenges through people, processes and technology.

The digital shift is transforming the way people work, and businesses have to move fast to keep up. We help companies align with these changes by improving workplaces with innovative technologies and services that enable people to work smarter. The key to helping you succeed in the midst of this ongoing change is our evolving core services and solutions portfolio, which includes:

- Managed Print
- Enterprise Content Management & Workflow
- Business Process Outsourcing
- Workplace Productivity
- Enterprise Support
- Customer Communications Management & Mail
- Information Governance & Cyber Security
- Cloud & IT



**Ricoh** provides services to more than **1.29 million companies worldwide.**



## INCREASE OFFICE PRODUCTIVITY

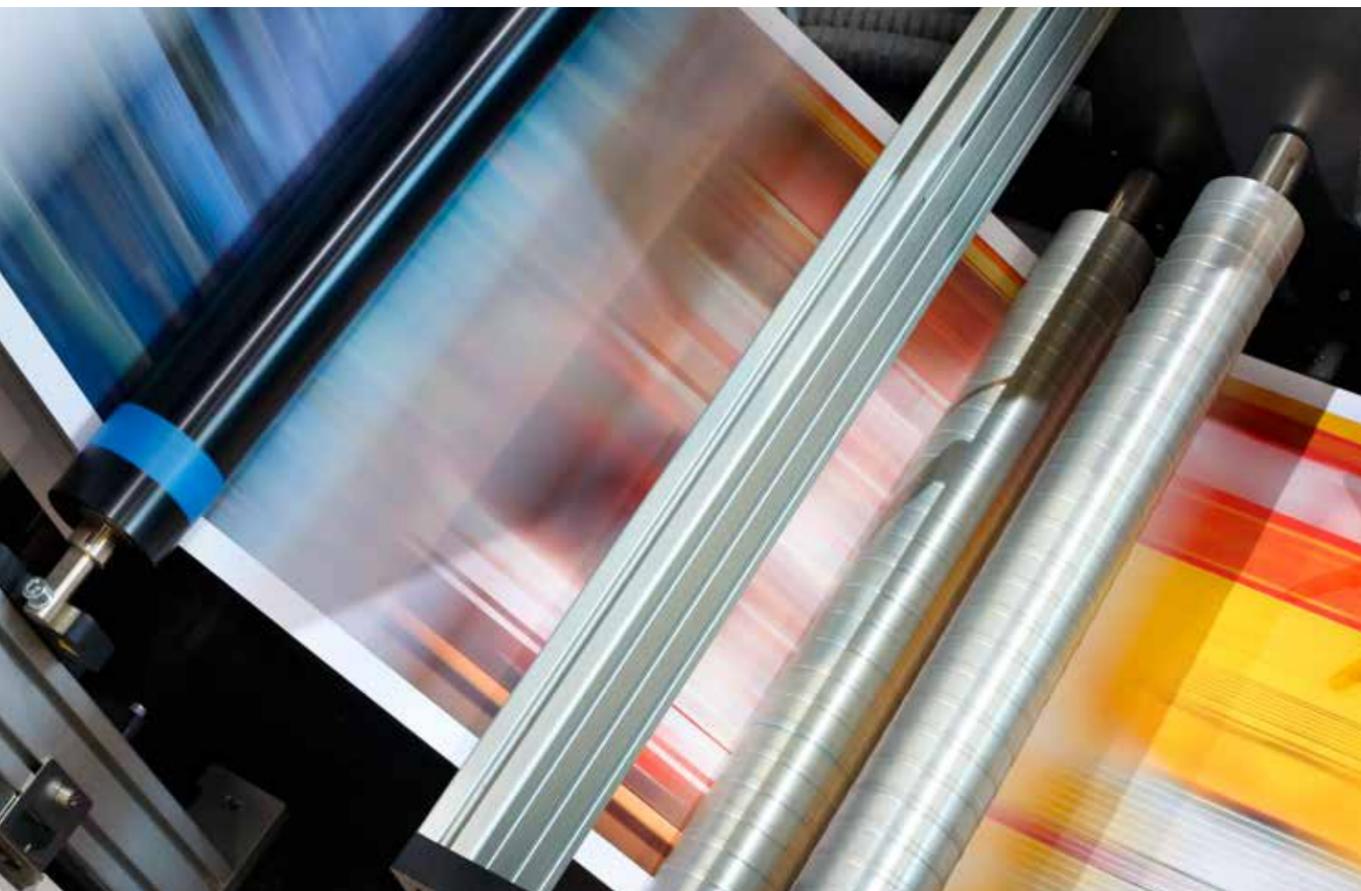
Simplify information management with innovative printers, scanners and multifunction printers (MFPs) that offer customizable features and user-friendly controls. Plus, Ricoh devices integrate with software to help you streamline document workflows.

Collaborate anytime, anywhere with the real-time exchange of ideas and information—our broad portfolio includes Unified Communication Systems (UCS), interactive whiteboards (IWBs) and projectors that let you work smarter by optimizing business communications.





Named the **market share leader** in the **1M-1.89M color duty cycle** category in **2016**.\*



## EXPAND YOUR PRODUCTION PRINT BUSINESS

Our Commercial & Industrial Printing portfolio is designed to drive the future of digital workflows—from data capture to delivery. We help meet your needs and grow your production print business by combining our services and solutions with select industry-leading, third-party solution partners.

\*According to InfoTrends' U.S. Quarterly Tracking Program

# Let Ricoh R&D help ensure your **future success**

**W**e continually invest in ways to help you work smarter and stay ahead of the digital curve by keeping a pulse on what's next so that you have the solutions you need to drive your business forward. Today, we're working with universities, research institutions and enterprises to help resolve social issues and contribute to industrial progress with the advancement of new technologies.

- 49,000+ patents held worldwide by Ricoh Company, Ltd.
- Ricoh Company, Ltd. invests approximately 5-6% of consolidated sales in R&D each year\*
- Ricoh Company, Ltd. has R&D sites in the United States, Japan, India and China\*
- Ricoh Commercial and Industrial Printing holds more than 200 technology patents

\*Source: **["Creating Value: Ricoh Group Sustainability Report 2016."](#)**  
The Corporate Communication Center and the Sustainability Management Division of Ricoh Company, Ltd. 2016.



## Here are a few projects we're working on:

- Development of information-gathering drones in large facilities that can't receive GPS signals with the University of Tokyo and Blue Innovation Company, Ltd.
- Research and development of biomagnetic measuring systems for neural activity with Kanazawa Institute of Technology and Tokyo Medical and Dental University
- Participation in a project led by the Japan Agency for Medical Research and Development to support tissue engineering with 3D bioprinters



# Work toward a **sustainable future**

Our commitment to environmental conservation has been woven into the DNA of our manufacturing, logistics, product use and final disposal process since 1976. With our sustainable practices, we can help you advance your green initiatives through eco-responsible procurement, recycling programs, paper reduction and output optimization.

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- ENERGY STAR® partner for more than 20 years
  - Named ENERGY STAR partner of the year in 2017
  - Listed among the 100 most sustainable corporations in the world 10 years in a row
- 

As an example of our commitment to the environment, we recently installed a solar panel grid system that will provide more than 50 percent of the energy needed to run our corporate facility in West Caldwell, New Jersey.

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

Our approach to services has built a foundation of trust with **our customers**

||| Ricoh...wants to be our partner and solve our problems.

**Ricoh is a straight shooter** that has vastly improved our organization's information management."

- **Jason Bullock**

Executive Director of Global IT Infrastructure and Support, BDP International, Philadelphia, PA

||| **Ricoh was phenomenal.**

They improved our suggested schedules, even though the volume of documents far exceeded our original estimate. **They did a great job for us."**

- **Paul Heuvel**

Vice President of Billing Center Operations, Apria Healthcare

||| Our partnership with Ricoh is **everything you would want, but seldom find."**

- **John Pawling**

Vice President of Information Technology, Philadelphia Eagles



## Recognition and awards

Over the years, Ricoh has been recognized for our commitment to supplier diversity, customer experience, innovative technologies, social responsibility and environmental sustainability. Learn more:

[ricoh-usa.com/en/about-us/awards](https://www.ricoh-usa.com/en/about-us/awards)

We believe that doing what's right for the customer is the best way to do business. Finding the right services for your most pressing challenges—that's the Ricoh Way. For more information visit us at:

[ricoh-usa.com/en/about-us](https://www.ricoh-usa.com/en/about-us)

**#WorkSmarter**

**RICOH**  
imagine. change.

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