



# The **power** of partnership. The **dedication** of Ricoh. The **commitment** we set forth together.

Ricoh is your trusted partner — one who shares your goals, understands your long-term vision and is focused on helping you achieve success. Our commitment to the printing industry has never been stronger and it shows in the wealth of new technologies we are bringing to market and the services we are providing our customers. We are constantly thinking ahead, innovating and devising new ways to provide you with value and opportunity.

## **This is the essence of Ricoh Commercial Printing Business. Welcome to it.**

### **Our success is measured in your achievements.**

To provide you with the strongest partnership possible, we have thoughtfully crafted our organization with the brightest and most experienced top talent in the industry. Capable of supporting you in all areas of your business, our group consists of print industry superstars with proven track records implementing solutions and creating a profound impact on the success of our clients' businesses.

### **Our commitment in unwavering.**

We look at the big picture and see a bright future. We take a consultative approach to assess your needs from a business, operations and customer experience perspective, so we can make informed recommendations. Driving measurable and sustainable results for your organization is always our primary objective — and a Ricoh point of difference.

### **Our support is unparalleled.**

Ricoh is here 24/7 to keep you up and running with nationwide locations, two regional hubs and one central US parts center ensuring your success. If you're not printing, you're not making money. That's why our team will do whatever it takes to keep your equipment up to speed and your business fully productive. We have over 100 solution engineers and 1,000 technicians — all 100% dedicated exclusively to Commercial Printing Business. This is an investment in our customers that is unheard of in our industry.

### **Our momentum is unstoppable.**

From being named "The Company to Watch" at the 2018 Inkjet Summit, to our most recent award-winning hardware and software solutions, Ricoh innovation is leading the industry. Backed by the power of the globally-respected Ricoh brand, in fiscal 2017 our R&D investment was nearly \$1 billion, more than 5% of total worldwide sales. All to keep you on the cutting-edge of a rapidly evolving marketplace.

# A partnership that goes beyond products. **That's the Ricoh difference.**



Ask any of our customers and they will tell you that we are actively invested in their success. We not only stand behind our products, we stand with you every step of the way to help you achieve superior results. We constantly seek feedback to align our products and services with what your business needs and provide you with the value-added programs, events and services you will find nowhere else.

## **Experience the strength of the Ricoh Commercial Printing Business Group.**



### **The largest network of industry partnerships**

Our portfolio of hardware, software and finishing solutions is comprised of both Ricoh and third-party partner offerings. The philosophy is simple: gather the best choices in the industry for our customers, and make it faster and easier to get access to the very best solution for their specific needs. No matter whose brand you select through Ricoh, we are your single point of accountability to make sure it performs as optimally for you as possible.



### **Exclusive access to Ricoh Business Booster**

With the right knowledge and insights, there are no limits to what your business can achieve. In addition to the expertise of your Ricoh team, we also provide our customers with exclusive free access to RicohBusinessBooster.com. There, you'll find the latest industry research and trends from third-party analysts, print samples, video tutorials, sales and marketing resources, webinars, podcasts and more. Spanning hardware, software, finishing and services across all genres of printing, the site is an invaluable resource for business owners and sales teams, along with operators and designers.



**INTERACT**  
Customer Advisory Council

### **INTERACT Customer Council**

Every two years, we select a cross-section of our customers and invite them to join as members of our INTERACT Customer Council. We dig deep into their challenges and successes. We solicit honest and critical feedback on current and upcoming products and services to ensure that Ricoh is aligned with actual market needs and preferences. Together, Ricoh and our customers work collaboratively to drive the best possible strategies — so we can all share in a vibrant future for our businesses and our industry as a whole.



### **INTERACT Users Conference**

For our annual thought leadership meeting, we gather our customers, third-party partners and executive management teams in one space for an educational and networking event like no other. Combining interactive workshop sessions with keynote speakers, product demonstrations and technical user groups, attendees have the opportunity to engage with industry peers in a non-competitive environment. And, of course, there's always great food and special entertainment to round out an energizing few days together.