

Three reasons to choose Ricoh



Leaders in technology

Ricoh's multifunctional (MFD) products have always been reliable, easy to use and based on the latest innovative technology, which is why more Ricoh MFDs are sold than any other brand.* With the launch of our new Intelligent MFD platform (IM range), we have now stepped further ahead of the competition. Ricoh's new mid-volume colour range, the IM CXX00 devices, are available in speeds from 20 to 60 pages per minute and have all the features, ease of use and reliability that you would expect from the premium brand. Three additional features make the IM CXX00 range groundbreaking:

- 1. Always Current Technology** – with regular software updates, your hardware will remain at the cutting-edge of MFD technology for as many as five years. These updates not only add the latest features, but also remove issues around compatibility with software and operating systems, making it easier to add new devices or bring legacy devices into your network.
- 2. Smart Integration** – apps are available to improve workflows and enhance the user experience, and Ricoh also offers direct integration with cloud technologies from the device, so there is no need to work through an enterprise software platform. You will be able to scan documents directly to the cloud, as well as being able to select and print a job stored in the cloud directly from the MFD control panel.
- 3. Intelligent Support** – Ricoh's MFD devices can automatically communicate service requests, as well as receive system fixes remotely. They can be configured for Ricoh's service department, your IT helpdesk or just a local Print Champion to take remote control of the device control panel and work through diagnostics and maintenance tasks.

Leaders in service and support

Ricoh features on the CBC Framework Y17035 that requires a commitment to report against and meet exacting SLAs. We are proud of our reputation for always meeting the required levels for response time, first-time-fix and up-time. But that's not the whole story. Ricoh's customer service team, from the engineer fixing your MFD back through to the Customer Contact Centre in Northampton, are focused on delivering customer service excellence. We measure customer satisfaction through customer surveys and work to processes that allow us to meet the highest standards of service. When customers have experienced Ricoh and a competitor, they regularly tell us that the Ricoh experience is markedly better.



Leaders in CSR

As a large global corporate, Ricoh takes the view that responsible business should be a given, not linked to the award of any contract. We are active in delivering social value throughout the UK, through initiatives such as the "ban the box" campaign, giving people a fair chance, no matter their background. Ricoh employees work with disadvantaged individuals and on environmental projects through paid volunteer days.

Underpinning all our activities is a drive to reduce environmental impact to a level that the Earth's self-recovery capabilities can manage. Our products use the latest technology to deliver the lowest environmental impact, while manufacturing processes are also designed to minimise impact. Here in the UK, we put zero waste to landfill and use many initiatives to reduce the impact of the supply chain, such as reusable padded jackets to deliver MFDs, rather than cardboard and plastic that could go to waste.

We are often asked by our customers to use our expertise in sustainability to help them meet their own environmental



goals. Ricoh can help tackle waste across an organisation by helping a transition from paper-based workflows to lean, digital operations, while our Sustainability Management Services also support organisations by helping to optimise core activities while introducing new ways of working for employees.

Here are a few examples of Ricoh's impact:

- A national, high street financial institution not only transformed print service delivery and management for around 700 branches and multiple administration sites, but the print and paper reduction saved £56,000 and 8,000Kgs of CO₂ in the first three months
- In a UK top 100 law firm, the solution delivered a 20% cut in paper use, saving the business £90,000 a year, improving its ability to deliver a first-class, compliant, auditable and highly responsive service to customers, and reducing energy consumption and CO₂ emissions by 70%
- A national insurance company reduced 300 legacy devices to just 69, lowering energy consumption, freeing up office space, and realising reductions of 20% in costs and 30% in paper usage

Here is what one of our customers – the Global Green IT manager of a national infrastructure organisation – said after Ricoh successfully retained the contract to re-design print:

"Ricoh's account team showed an excellent understanding of our global requirements. Ricoh's office print solution is delivering real value by improving the quality, effectiveness and user experience of print services whilst reducing carbon emissions and cost. It helps us in realizing our carbon emission commitments and supports us in moving our IT organization from good to great."

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