

## Ricoh Facilities and Office Management Services

**RICOH**  
imagine. change.



### **We deliver customized facility office management solutions specific to the needs of your business.**

Ricoh's Facility Management services are completely turnkey. We assume control of the entire process from start to finish. That means we hire the people, we manage the hardware, software, and integration, we upgrade the technology, we track productivity, and we accommodate changes in your business. Tell us what you expect to see in terms of cost, productivity, and service quality, and Ricoh makes it happen.

**We keep you informed.** Detailed reports in the format and frequency you choose mean you can track a range of performance indicators and measure the cost savings we generate for you.

**We are industry-leading specialists.** We have invested to develop the advanced operations and management tools you need, and to hire experts across the country for specific client challenges. We have extensive experience managing the transition from internal facility management to the outsourced model, so we can make sure your business has no downtime.

**We provide extra value.** We see ourselves as your partner, which means our staff are always looking for ideas and solutions that will help you increase efficiencies, save money or solve problems.



## A Dominant Player with Diverse Clients

Our clients, often leaders in their respective industries, include Legal, Retail, Manufacturers, Education, Finance and Insurance. Working with such a diverse clientele has given us the opportunity to fine-tune our processes and procedures, and we continue to invest in the development of strategies to improve service continuity, efficiency and reliability.

Ricoh is committed to doing much more than meeting our clients' expectations – we always aim to exceed them.



## A Measurable Experience

- Ricoh Service Excellence is our award-winning service methodology
- It drives the quality, performance and delivery of each and every one of our on-site engagements
- It is designed to improve the total customer experience

## KEY FACTORS OF OUR SUCCESS

We deliver cost savings. Our strategic procurement processes ensure that you get the best value for your outsourcing dollars, while our comprehensive suite of services takes the burden of facilities and offices management off your employees so they can be redeployed to core areas of your business.

## Key Benefits To Our Customers

- Customized Solutions
- Measurable Results
- Reporting - volumes, trends, KPIs, & SLAs
- World-class customer service
- Professionally trained staff
- Commitment to continuous improvement
- Scalable with the ability of adapting to your changing business objectives, industry practices and new technologies.

The solution for many successful companies and organizations is to outsource **facilities management** to a specialist that can deliver both **leading-edge service** and **significant cost savings**.

## Ricoh's Unparalleled Capabilities

**Ricoh's Managed Services offering are the most comprehensive in the industry.** After a careful assessment of your challenges and opportunities, we can assemble an optimal blend of tools and services.

Although we tailor every solution, or combination of solutions, to each client's specific requirements, our capabilities generally fall into four primary categories: General Office Support Services, Document Production Management, Mail Services Management, Scanning and Records Management. You can tap into these capabilities on a project basis or through long-term on-site or off-site service agreements.

### General Office Support Services

*Turn to Ricoh to supplement your in-house resources:*

- Supply and Inventory Management
- Expense Recovery/Allocation Management
- Switchboard
- Reception
- Conference Room Management
- Asset Tracking
- Facilities Management Support

### Document Production Management

*Trust our on-site team to deliver:*

- Centralized Duplication and On-Demand Printing
- Bindery and Finishing Services
- Graphic Services
- Forms Management
- Copier/Printer Fleet Management

### Other Products and Services to Consider:

- Digital Multifunctional Systems
- Colour & Black-and-white printers
- Backup & Recovery Services
- Proactive Managed IT Services
- Network Support Services
- Contract Administration

### Mail Services Management

*Offload the burden of mail management to Ricoh:*

- Centralized Mail Management
- Document Fulfillment
- Internal/External Courier Service

### Scanning and Records Management

*Enhance the way you manage documents:*

- Document Conversion
- File Room Management
- File Automation and Tracking
- Off-Site Storage Coordination

## Partner With The Right People

To learn more about Facility and Office management and how we can help your organization stay one step ahead by providing best-in-class solutions along with cost savings contact us at 1-866-246-4442 or email us at [managementservices@ricoh.ca](mailto:managementservices@ricoh.ca).

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