

RICOH
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RICOH Managed Print as a Service

New Subscription Model Expands
the Power & Value of Managed Print



RICOH Managed Print as a Service

Ricoh provided Managed Print Services more than two decades ago with the goal of driving sustained savings for organizations while increasing productivity for knowledge workers. It worked. Our customers continue to reduce operating costs and their employees spend far less time searching for information and printing documents.

We are now expanding the concept of Managed Print with much loftier goals in mind. Managed Print as a Service (MPaaS) is a new subscription model that still drives deep sustained savings. Measurable cost reductions are just the start. Deploying MPaaS gives you the ability to accelerate the digital transformation of your business. Our new solution gives you access to cloud-based capabilities that make your business more agile, competitive and insights-driven.

Enabling Digital Transformation on Your Terms

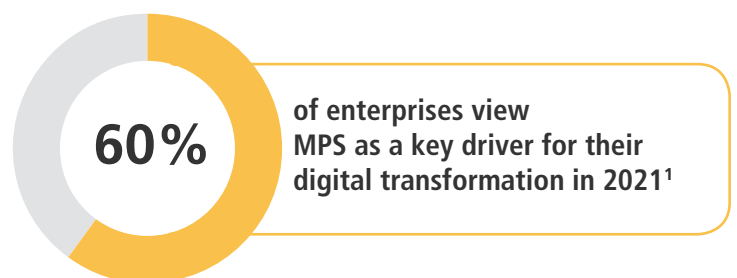
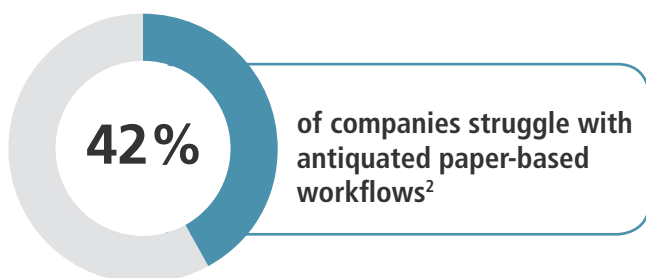
Your customers have gone digital — and so have your competitors. But every enterprise is unique in terms of how quickly it needs to make the transformation and which parts of the business needs to evolve first. MPaaS gives you everything you need to join the connected world with the flexibility to move at the right pace for your business. Like traditional Managed Print Services, our new MPaaS offering lets you create the ideal output environment. But it also gives you access to cloud-based tools that allow you to leverage analytics, connect with customers, support remote workers and more. MPaaS is savings plus strategy — and a smart way to accelerate your digital transformation.

Choosing the Right Managed Print Model for Your Business

Traditional Ricoh Managed Print Services are ideal for environments where you simply want to reduce output costs, improve the productivity of knowledge workers and reduce the burden on your IT team. Our MPaaS offering gives you all of those benefits, plus the power of the cloud and a portfolio of services that require little or no support from your IT team. Making a digital transformation allows you to connect with customers, partners and remote workers in powerful new ways. It lets you tap into the power of analytics, so you can make faster and more informed business decisions. And it gives you the ability to quickly scale up or down as your business moves forward.

A Range of Options for Your Physical and Digital Requirements

Our new MPaaS offering gives you a full range of both physical and digital print service options. With our physical print services, onsite Ricoh experts provide supplies management, device deployment and physical device management. Digital offerings include remote print and device management, destination scan/route services and digital device management. We support this complete physical and digital portfolio with Ricoh Consulting Services for infrastructure assessments, digital transformation guidance, environmental insights, mobility strategies and analytics services.



Overview of Ricoh Managed Print Solutions

	Managed Print Application Services		Managed Print Services	
	Essential Print Applications	Managed Print Applications	Managed Print as a Service	Advanced Managed Print as a Service
Print, Scan and Digital Device Management				
Device Configuration/Management			✓	✓
App Admin/Management		✓	✓	✓
Software	✓	✓	✓	✓
Business Intelligence	Application Based	Application Based	✓	✓
Physical Device Management				
Supplies Management			Optional	✓
Physical Device Management			Optional	✓
Infrastructure				
Cloud		Optional	Optional	✓

Essential Print Applications	Ricoh deploys and manages your print management software and handles basic document output services for the number of devices you select.
Managed Print Applications	In addition to software deployment and output management, remote Ricoh experts manage the configuration, maintenance and support of your devices along with reporting related to the performance of your print applications.
Managed Print as a Service	Expanding on the above, this includes management of your cloud print infrastructure and your entire device ecosystem, including firmware upgrades, security settings, analytics and reporting, maintenance and technical support.
Advanced Managed Print as a Service	Our most advanced MPS offering fully relieves your IT and operations teams of any work involving your print ecosystem. In addition to the services offered in the first three levels, Ricoh remote or onsite professionals oversee the entire physical environment including management of supplies and parts.

Explore the Power of Analytics

One of the most valuable aspects of our new MPaaS offering is our full suite of analytics capabilities. Our core analytics engine allows us to standardize data collection, conduct analyses, forecast business requirements and generate summary reports. This provides you with entirely new insights you can use to improve efficiencies, reduce costs and create productive new workflows.

On average, Ricoh customers who capitalize on Managed Print offerings are experiencing 28-53% ROI



A Customer-Centric Approach to Managed Print



Managed Print as a Service (MPaaS):

Subscription model offers flexibility, scalability and a bridge to digital transformation.



Best-Fit Infrastructure:

Choose the model that works for you: traditional Managed Print Services, our new subscription-based MPaaS model or a hybrid deployment.



Exceptional User Experience:

Our services provide authorized users — such as employees, contractors, partners and customers — with intuitive and frictionless interfaces.



Workflows That Work:

Proven, pre-built workflows allow employees to work faster and focus on what matters — growing your business.



Scalability & Flexibility:

Align our services with your precise needs — only pay for the services and capacity you require. Scale up or down as your needs evolve.



Network & Data Security:

Ricoh software and our cloud services partners combine to offer best-in-class security features to protect your networks and your data. Our Managed Print experts also deploy best practices to mitigate cyber attacks and other threats.



Investment Protection:

Ricoh continually invests in artificial intelligence (AI), machine learning and other core technologies so that our customers always have access to best-in-class services.



Expertise and Technology for a Successful Digital Transformation

A successful digital transformation requires a shift in thinking and an investment of both time and money. But the results are not only worthwhile — they're essential. The world is becoming more digital and more connected every day. To participate and compete, every business needs to make the move to digital and become proficient in the cloud. Connectivity, analytics and the ability to serve customers anywhere are foundational to the success of any business. The Ricoh Managed Print portfolio offers the expertise and technology you need for a successful digital transformation. Whether you choose our traditional Managed Print Services or the new MPaaS subscription model, we'll be with you every step of the way.

To learn more about Managed Print as a Service, speak to a Ricoh Solutions Advisor today.

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