

## Streamline, Transform & Grow

Ricoh's Managed Print Applications Services offers various combinations of implementation, cloud hosting and end-user technical support for print management software. If you're looking to get better use of your print device and scan and capture workflows without asking more of your IT department, then Managed Applications Services can help.

With our Managed Print Applications solutions, our team will manage and support your print applications and the IT infrastructure that supports them, so your IT team doesn't have to.

### With Ricoh's Managed Application Services you can:

- **Save money:** No capex expenditure for hardware, and no need to dedicate resources to manage non-core applications.
- **Work with a team of experts:** Get access to a team of experts who provide first-level support to your IT department and/or selected end-users, as well as manage escalations directly with the software vendor.
- **Enhance service quality:** Reduced downtime means you can enjoy peace of mind with tracked and reported issue escalation using Ricoh's state of the art incident/case management system that wouldn't otherwise be achievable or affordable if managed in-house. You can also opt-in for support outside of normal business hours.
- **Increase productivity and reduce employee frustration:** IT and general employees alike can focus on their important job functions, instead of being distracted or slowed down by printer-related issues.

The first half of the below table showcases the available Managed Print Application Services on the Ricoh Managed Print Solutions continuum.

	Managed Print Application Services		Managed Print Services	
	Essential Print Applications	Managed Print Applications	Managed Print as a Service	Advance Managed Print as a Service
<b>**Print, Scan and Digital device management</b>				
Device configuration/management			✓	✓
App admin/management		✓	✓	✓
Software	✓	✓	✓	✓
Business Intelligence	Application Based	Application Based	✓	✓
<b>Physical Device Management</b>				
Supplies Management			Optional	✓
Physical Device Management			Optional	✓
<b>Infrastructure</b>				
Cloud		Optional	Optional	✓

Ricoh deploys and manages your print management software and handles basic document output services for the number of devices you select.

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.

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

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