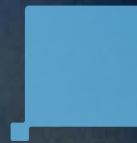


RICOH Managed Print as a Service (MPaaS)

Frequently Asked Questions



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1. What is Managed Print as a Service (MPaaS)?

Ricoh MPaaS is a cloud-based offering that combines the proven value of Ricoh Managed Print Services, the flexibility and scalability of the subscription-based model, and powerful analytics, workflow automation and digitization capabilities of the cloud. The MPaaS platform gives you on-demand access to physical services, including supplies management, device deployment and physical device management, as well as digital offerings, including remote print and device management, destination scan/route services and digital device management. Ricoh's deep expertise in managed print supports this complete physical and digital portfolio with Ricoh Consulting Services, which include infrastructure assessments, digital transformation consulting, environmental insights, mobility strategies and analytics services.

2. How does MPaaS differ from traditional managed print services?

Ricoh MPaaS delivers the full range of physical and digital services of our best-in-class MPS offering — in the agile, flexible and scalable subscription model. This gives you the ability to deploy MPaaS services rapidly, scale up or down on demand, and pay only for what you need today. Ricoh MPaaS goes beyond traditional MPS capabilities, enabling you to shift the entire IT infrastructure supporting your print ecosystem (print servers, etc.) into the cloud and leave administration to Ricoh MPS experts. The cloud-based solution also connects your print ecosystem to analytics tools that power more data-driven decision-making, and workflow automation and digitization tools that streamline business processes and enhance connectivity both within your organization and with your customers.

3. What problems does MPaaS solve?

Ricoh MPaaS is built upon the foundation of Ricoh's proven MPS services that empower businesses to reduce output costs, improve the productivity of knowledge workers and reduce the burden on IT teams. But the potential of MPaaS goes well beyond these operational benefits, giving you tools and workflows that help you accelerate your digital transformation. MPaaS lets you tap into the power of analytics, so you can harness the power of the data and information flowing throughout your print ecosystem and make faster and more-informed business decisions. The process-automation capabilities of MPaaS help you rapidly digitize core workflows to connect with customers, partners and remote workers in powerful new ways. And the subscription model gives you flexible, scalable access to these services, giving you the confident agility to pursue new strategies and meet new demands as your business evolves. Finally, shifting your print ecosystem to the cloud-based model offered by MPaaS delivers excellent support for business continuity, protecting core business workflows against disruption and ensuring your people have continuous, frictionless, anytime-anywhere access to the information and content they need to keep business moving forward.

4. How does Ricoh charge for MPaaS?

Ricoh's MPaaS model supports business agility with a subscription model that allows you to pay only for what you need today, rapidly scale up or down on demand, and effectively move from CapEx to OpEx for the MPS services you consume. This includes a one-time upfront implementation fee, with a monthly subscription fee for all included services. The pricing structure for a MPaaS subscription features a per-device fee and cloud capacity requirements and a few other technology-based requirements. We are continuously evaluating how our customers are consuming our services, as well as how consumption-based models are evolving in the market, in order to ensure that our service inclusion/exclusion roadmap and economic model aligns with our customers' needs and delivers market-leading value.

5. What's the best way to evaluate the impact of MPaaS on my business?

The ROI of MPaaS can be evaluated in two components. First, MPaaS drives cost savings through optimization of your print ecosystem. This is a fairly straightforward calculation — and Ricoh has been helping hundreds of organizations achieve this ROI through our traditional MPS offering for nearly a decade. MPaaS adds a second component of ROI by freeing up internal resources that can then add value to the business in other ways. MPaaS allows you to offload and optimize the hidden costs and burdens surrounding print server management, OS and application licensing and management, output device policy management, and help desk and architectural management — costs which quickly add up in the typical organization. The goal of MPaaS is to fully remove those management burdens from your IT resources and allow them to focus on more mission-critical tasks. The total ROI of MPaaS includes both the ongoing cost savings and the continually mounting value delivered by applying internal resources to other initiatives.

6. How is MPaaS deployed?

MPaaS aims to eliminate burdens for your IT organization — even at the point of deployment. Involvement of your IT organization in the deployment process is limited to review-based activity, with Ricoh doing the heavy lifting in swiftly, seamlessly deploying the fully managed, cloud-based solution.

7. How scalable is MPaaS?

MPaaS is built to deliver on-demand scalability for the full range of Ricoh's digital and physical managed print services. The subscription model, cloud-based delivery and per-device pricing structure allows you to truly scale up or down as your needs evolve. Add new services or expand capacity to meet demand or capture growth opportunities — and just as easily scale down your utilization of services as demands ebb or budget pressures arise. You'll only pay for the services you use.

8. What happens to my existing Ricoh or non-Ricoh office equipment?

MPaaS is designed to sit on top of your current output hardware environment, with minimal change or friction in the end-user experience. Your MPaaS team will work hard to deliver consistent experiences for all your end users, but at the device level, end-user experience will be driven by device type and device age.

9. What are some examples of common use cases for MPaaS?

MPaaS expands on the many proven use cases of traditional MPS. By combining print management capabilities, cloud hosting and support, and output device policy management, MPaaS drives savings at the paper consumption level — all the way up to the help desk level. Reduced IT costs are one of the most direct benefits of implementing MPaaS, as IT staff are able to eliminate the time and associated costs of managing and licensing print servers in your data center. IT teams can also leverage MPaaS for total management of print management applications, including evergreen policies, to realize further cost savings.

10. What about security?

The MPaaS platform leverages Ricoh's proven security technologies for protecting the valuable information and content flowing within your print ecosystem, combined with the advanced security capabilities of our best-in-class cloud services partners. Our Managed Print experts also deploy best practices to mitigate cyberattacks and other threats. This combination of technologies and expertise delivers end-to-end security for your networks and your data, while providing your users with frictionless, anytime-anywhere access to content.

11. How does MPaaS fit into a remote work model?

The MPaaS model is ideally suited to supporting the needs, challenges and risks of a remote workforce. The cloud-based platform enables secure connectivity for remote workers, including support for robust, mobile-optimized workflows. The inherent flexibility of the cloud-hosted services model help protect business continuity, giving you the agility to rapidly shift workers to remote setups and adjust to disruptions to the physical workplace, while maintaining continuous access to core workflows and content.

12. How does moving to MPaaS help with our digital transformation plans?

The MPaaS model gives nearly every organization practical, on-demand access to this foundational quick-win component of digital transformation — a way to begin leveraging proven expertise and powerful technologies to accelerate digitization, with the on-demand flexibility, scalability, complete configurability and cost-effectiveness of a subscription-based model. Moving your print ecosystem and core print workflows to the cloud-based MPaaS platform immediately accelerates your digital transformation by enabling more seamless connectivity between your employees, your systems and processes, and ultimately, your customers — making MPaaS a simple, powerful starting point on the journey to meaningful digital transformation.

13. What is Ricoh's vision for MPaaS?

As a cloud-based solution, MPaaS not only delivers an agile platform for your business — it provides a flexible platform for Ricoh to continually iterate, innovate and expand on the future capabilities of MPaaS. While we have just launched MPaaS, we are already working to expand our cloud capabilities, enhance our remote device management and improve the end-user experience — and our product roadmap includes many other future focus areas for MPaaS.

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