

RICOH
imagine. change.

The Ricoh Advantage

Providing The UPS Stores Value, Support and Expertise



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Committed to Your Success

Understanding your desire to grow your Print Services business, Ricoh can provide you with a comprehensive print solution to help you build your business. We do this by providing best in class technology, reliable service support and creative learning.

Best-in- Class Technology Solutions

Ricoh is a global leader in transforming the way people work and communicate. With our expertise in capturing, managing and transforming information, we deliver a broad portfolio of services and technologies that empower digital workplaces. We offer The UPS Store centers a broad array of solutions to fit your specific business needs and budget.

*Color • Monochrome • Production • Wide Format • Finishing
• Specialty Products and Media*

Ricoh Technical Support Service Center (TSSC)

In addition to the Ricoh Customer Care Center , we provide you FREE ACCESS to the Ricoh Technical Support Service Center (TSSC) . The TSSC provides you with level 1 hardware and software support and consultation to assist you with a variety of technical issues to include the following and much more.

*24 x7 Support • Hardware Support • Fiery • Scanning
• Media Settings • Finishing*

Highly-Skilled Service Professionals

Powered by a world-class team of highly-trained professionals, Ricoh has built a large organization of professionals that provide responsive coast to coast coverage in the U.S. Our certified support staff is backed by our Solutions Engineering and Development teams.

*4,100 Service Technicians • 1,000 Production Support Resources • 125
Technical Application Specialists*

Certified Technical Support Resources

Ricoh provides you with highly-trained and certified technical support professionals to support your solution. The average tenure of our skilled professional is 11 years and certifications include Project Management (PMP®), Six Sigma, A+ for PC Computer Service, Net+ for Computer Network Management, and Microsoft Certified Systems Engineers (MCSE).

700 IT Professionals • 600 Professional Service Experts

Commitment to Learning

Ricoh remains committed to providing The UPS Store centers with meaningful training to help you increase your Print Services business. We offer a number of different learning venues to support your efforts, including hands-on workshop events, training seminars, The Ricoh Online Resource Center and provision of our exclusive Ricoh Business Booster Program™.

In-Center Training • Fiery Training • Business Development

Experience the Difference

We have partnered with over 50% of the centers throughout The UPS Store network, helping them grow their business by expanding into new markets and finding new revenue streams.

National Ricoh Support Infrastructure Dedicated to TUPSS

Ricoh also provides TUPSS with dedicated national resources to help support your needs. While our local sales and service teams should be able to address all of your sales, billing or operational issues as they may arise, you can depend on our National Account Support Team to support their efforts.

(3) Dedicated National Account Sales Executives • National Operations Support • Billing & Administrative Support • Ricoh Customer Resource Center at www.My.Ricoh-usa.com

Ricoh Direct Sales Teams

TUPSS Compliant & Approved Solutions

Ricoh provides you with “direct sales” support which means you are working directly with Ricoh and are guaranteed to receive the many national benefits that TUPSS has negotiated on your behalf. Dealers may offer a low-cost pricing solution to attract your business, but often you have no contract pricing guarantees or SLA's. Ricoh has YOUR best interest in mind.

Aggressive National Pricing • Fixed Pricing for Term of Lease • Fixed Service/Supplies Pricing • Single Click Pricing Up to 13x19

Recognized Industry Accolades

80+ Years of Innovation

Ricoh has many industry accolades acknowledging our expertise and leadership in our space. Recognized by industry experts like Gartner, IDC Marketscape, Quocirca and others, Ricoh is considered a leader in our field.

A Leader in Gartner Magic Quadrant for Managed Print and Content Services • A Leader in Document Management Workflow Services • A Global Leader in High-Speed Inkjet

Guaranteed Service Level Agreement (SLA's)

TUPSS has negotiated key guaranteed service level agreements with Ricoh. These SLA's provide you with the peace of mind in knowing you have contract service guarantees you can count on when partnering with Ricoh. From service response times to uptime performance to reliable service performance, our team is committed to your success.

4-Hour Response Time • Product Performance • On-Site Training

Trusted and Valued Partner With Over 20 Years of Experience

Ricoh has been a trusted partner with The UPS Store for over 20 years. We understand your culture and are uniquely qualified to support your Print Services requirements. Find out why 50% of the TUPSS Centers trust Ricoh to help them build and grow their Print Services business.

20+ Year Partnership • Uniquely Qualified • We Understand Your Culture & Requirements

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EMPOWERING DIGITAL WORKPLACES

Our Approach. Our Solutions.

Ricoh believes that the key to transforming the way a company works starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping companies move beyond paper and beyond the office, so employees can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping each customer leverage the powerful information and knowledge that already exists throughout its organization—often untamed, untapped and buried—to create the future it wants.

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