



NEWS RELEASE

The Pennsylvania State University partnership with Ricoh USA, Inc.

08/21/2023

As previously announced The Pennsylvania State University has entered a strategic partnership with Ricoh USA, Inc. to provide a sole source contract for multifunctional and single function printing devices and associated services on campus. Ricoh's Print Services agreement will be managed on campus in concert with the services provided by the Multimedia and Print center. The agreement will include but not limited to the below:

Aggressive pricing – Ricoh will work with PSU departmentally to reduce print cost and increase productivity.

Quality service – Highly trained and committed technical service, operational, sales staffing to support PSU.

Additional services – Ricoh has also contracted to provide fleet management, output management, and workflow tools to help departments reduce cost, be more productive, and meet the university and your departments sustainability goals.

To learn more about these services, request surveys, and place associated orders the Ricoh staff will be available for the indicated responsibility below.

Ebony McGhee – Ricoh Equipment specialist: Ebony will be the main point of contact and responsible for surveying department needs, providing equipment quotes, placing orders, and working with project management for installation. Ebony will also be available to answer questions and direct question to the appropriate resource associated with MFP and printer fleet.

Email: ebony.McGhee@Ricoh-USA.com Phone : 404-492-1041

Sophie Piper – Print Support Specialist: During the implementation, Sophie will provide on campus MFP fleet support with device connectivity and meter collection, urgent supply support, and Multimedia and Print Center Ricoh fleet support. Sophie will also be supporting Ebony with the distribution and collection of departmental surveys.

Email: Sophie.Piper@Ricoh-USA.com Phone : 814-810-3715

Jason Strimel – Ricoh Technology Specialist: Jason will be responsible for providing information for software and other services for output management, and workflow tools. Jason can support your efforts for cost and carbon footprint reduction.

Email: jason.strimel@Ricoh-USA.com Phone : 484-213-1940

Mark Lesch – Production Print Specialist: Mark will be responsible for high volume print and specialty print applications and will work directly with the departments for specialty requirements.

Email: mark.lesch@Ricoh-USA.com Phone : 484-213-1940

Jason Toole – Project Manager: Jason will lead the project to ensure a fluent implementation and issues resolution process with PSU and the Ricoh team.

Email: Jason.toole@Ricoh-USA.com Phone : 215-539-1354

Marc Fiorini – Project coordinator: Marc will be responsible for tracking installation schedule, pickups, and managing open issues for resolution.

Email: Marc.fiorini@Ricoh-USA.com Phone : 630-286-0189

Michelle Johnson and Vin LaTorre – Managers: Michelle and Vin will provide management support for the team and oversee any escalated issues.

Email: Michelle.johnson@Ricoh-USA.com Phone : 630-660-4735

Email: Vin.Latorre@Ricoh-USA.com Phone : 908-472-9856

Phil Matthews - Region Vice President: Phil will serve as Executive Sponsor for oversight of The Pennsylvania State University partnership.

Email : Phillip.matthews@Ricoh-USA.com Phone : 704-293-6170

We are excited to continue the partnership with Ricoh and start the implementation of new equipment and technologies. The contacts above will reach out to you to continue the implementation process. Feel free to reach out to any of the Ricoh team members for questions and specific needs in their areas of expertise.

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