

RICOH
Service Advantage

Technology Support Services

RICOH
imagine. change.



Customer expectations for service have risen

You know keeping your technology running effectively in the field is critical to customer satisfaction and loyalty; however, responding to service calls and managing your support operations is an intricate process involving many disciplines and dedicated resources. Delivering next-level service to your customers can be a major challenge and investment.

RICOH Service Advantage can help you:

- Stand up your support organization quickly.
- Meet customer expectations for response time.
- Simplify device and parts management.
- Minimize downtime with proactive support.

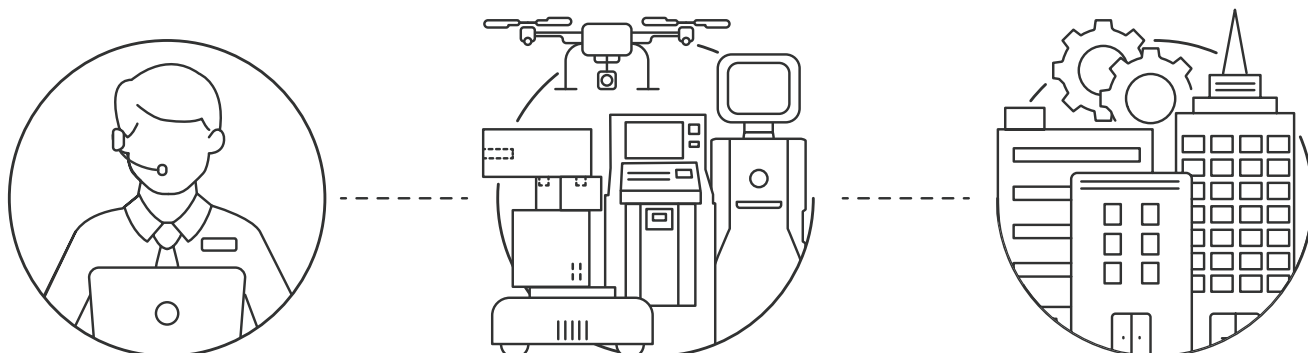
Make the right service call – partner with Ricoh

As a manufacturer and service provider for over 80 years, Ricoh has deep experience managing service operations and service delivery for electromechanical equipment technology. Ricoh's *Customer First* oriented field service technicians provide effective support for over 1.7 million devices in the U.S. today across many industries and regional markets.

Among customers surveyed, 97.2% report high levels of satisfaction with their interactions and experience with RICOH Technology Support Services.*

* Data collected via 2018 direct customer survey from 103,274 customer responses drawn.

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Effectively managing your technology lifecycle services

Business needs are continually changing. You need a technical services team capable of growing with you, with the flexibility to adapt to your business's shifting requirements and technology innovations.

With RICOH Service Advantage as your trusted partner, you can make the best allocation of your resources — whether it's closing the gaps in your existing service program, expanding your onsite footprint, or supporting your plans for market expansion. We help with all areas of the service lifecycle:

- **Planning and design** of service programs and evergreen practices that keep your equipment running smoothly.
- **Transformation and adoption** of new technology and product rollouts with training and support for employees and end users.
- **Preflight configuration** of new equipment prior to deployment.
- **Implementation and deployment** of equipment.
- Ongoing **PM support and break/fix maintenance**.
- **Manage and control** equipment in the field with regular reporting and scheduled upgrades as needed.
- **Retire and reclaim** end of life equipment or perform retrofits onsite.

Improving the customer experience:

- Our **5,000 service professionals** continuously learn how to best serve our customers through ongoing education.
- Our service professionals have certifications and experience working in a variety of enterprise environments, giving them knowledge and resources needed to help keep your business moving forward.
- At our operations facility in Tucker, Georgia, we invest in the latest techniques in computer-based training, diagnostics and expert troubleshooting — providing our team with the ability to resolve complex technical issues quickly so you can stay productive.

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www.rioh-usa.com/en/serviceadvantage

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