RICOH

Is your retail automation ready for the world of **connected commerce?**

The new age of retail is here — and it's all about automation.
Maybe you're currently leveraging data or supply chain automation on an as-needed basis or working to standardize and support technologies across your operations. Whatever the case, this assessment can help you determine where you stand — and the best path forward for your business.

Explore connected commerce

Where is your organization on the journey to full lifecycle adoption?

Are You Early, Intermediate or Advanced?

Automated, efficient retailers benefit from improved employee retention and morale, better inventory accuracy and increased efficiency.

90%
of employees feel burdened with repetitive tasks that can be easily automated[1]

Automated warehouses are **76% more likely** to boost inventory accuracy to 99% or higher[2]

Software robots can **cut data processing time by 30-50%**[3]

Time compression
Adopting workflow and data automation for faster service and happier employees

Explore solutions

Advanced adoption
We have streamlined multiple business processes and are ready for end-to-end technologies that will improve our employee experiences, speed to market, dock-to-stock cycle times and fulfillment
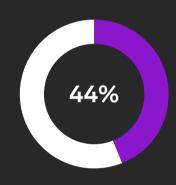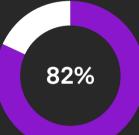
Intermediate usage
We have increased information availability with workflow automation or robotic solutions, but **need help fully implementing, optimizing or connecting these technologies and tools at scale**

Early in the journey
We have dabbled in or tested some automation, but **need help selecting the best tools and technologies** that fit our business needs

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For retailers, unplanned downtime can have significant costs.

44%
of enterprise corporations report downtime costs exceeding $1M per hour[4]

82%
of companies have experienced at least one unplanned downtime incident over the past three years. Most have suffered two or more.[5]

Maximized uptime & availability
Supporting and servicing technology and equipment
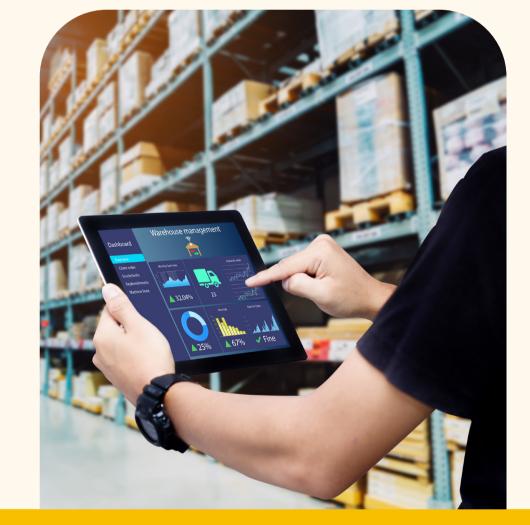
Explore solutions

Advanced adoption
Our support and service team can deploy technologies, but **we are experiencing gaps in geographical coverage and leveraging data analytics**

Intermediate usage
We currently leverage third party support and service, but **we are experiencing gaps in their capabilities and ability to scale**
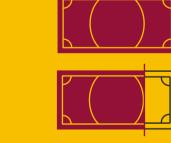
Early in the journey
We currently leverage in-house support and service, and **lean on respective OEMs when there are maintenance needs** or issues

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Digitized workflows and processes can boost agility, efficiency and productivity across the full retail ecosystem.

Robotic process automation can increase team productivity by **up to 50%**[5]

Out-of-stocks, overstocks and returns cost retailers **$1.75 trillion per year**[6]

Automated warehouses are **40% more likely** to consistently ship within one day of order placement[2]

Streamlined business processes
Digitize workflows from home office to back-office to in-store

Explore solutions

Advanced adoption
Processes across back-office workflows, order fulfillment, returns, documentation, and theft insurance claims are fully automated, but **we still need to automate other downstream workflows**

Intermediate usage
Parts or key stages of our order fulfillment, returns and in-store processes are digitized, but **we don't have connected, single sources of truth** across store locations or departments

Early in the journey
Documentation for onboarding, employee benefits and accounts payable is digitized, but **the process to complete these records is manual** and not automated

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Ricoh can help you address these challenges and more.

Visit **us.ricoh-usa.com/connected-commerce** today to learn how we help with automation enablement to fill gaps across labor shortages, reduce downtime, enhance workflows and increase satisfaction for your customers and employees.

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