#### **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<sup>1</sup>



Automated warehouses are **76% more likely** to boost inventory accuracy to 99% or higher<sup>2</sup>



### **Time compression**

Adopting workflow and data automation for faster service and happier employees

#### **Explore solutions**

Early in the journey

We have dabbled in or tested some

the best tools and technologies

that fit our business needs

automation, but need help selecting

#### **Intermediate** usage

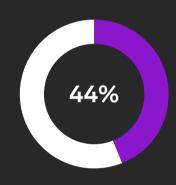
We have increased information availability with workflow automation or robotic solutions, but **need help fully implementing, optimizing or connecting these technologies and tools at scale** 

#### **Advanced adoption**

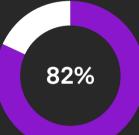
We have streamlined multiple business processes and are ready for end-to-end technologies that will **improve our employee experiences, speed to market, dock-to-stock cycle times and fulfillment** 

# <image>

#### For retailers, unplanned downtime can have significant costs.



**44%** of enterprise corporations report downtime costs exceeding \$1M per hour<sup>4</sup>



#### 82%

of companies have experienced at least one unplanned downtime incident over the past three years. Most have suffered two or more.<sup>5</sup>

## Maximized uptime & availability

Supporting and servicing

#### technology and equipment

#### **Explore solutions**

#### **Advanced adoption**

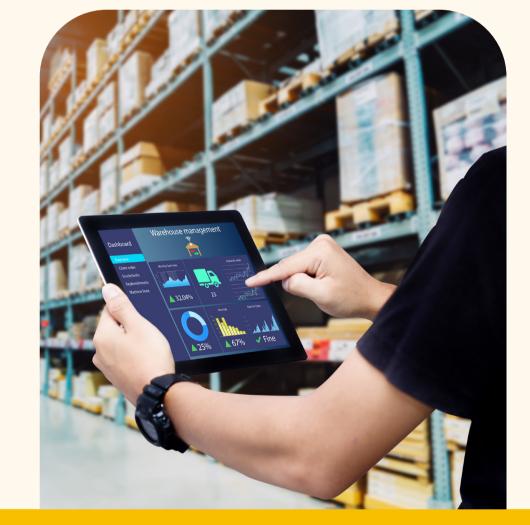
Our support and service team can deploy technologies, but we are experiencing gaps in geographical coverage and leveraging data analytics

#### Intermediate usage

We currently leverage third party support and service, but **we are experiencing gaps in their capabilities and ability to scale** 

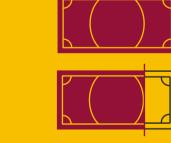
#### Early in the journey

We currently leverage in-house support and service, and **lean on respective OEMs when there are maintenance needs** or issues



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







Automated warehouses are 40%

**more likely** to consistently ship within one day of order placement<sup>2</sup>

### 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

# <image>

#### 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

# 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.

- <sup>1</sup> https://www.snaplogic.com/company/newsroom/press-releases/productivity-pains-90-workers-burdened-boring-repetitive-tasks <sup>2</sup> https:///www.roboticsbusinessreview.com/supply-chain/full-warehouse-automation-is-the-goal-and-the-opportunity-for-both-provider/ <sup>3</sup> https://www.kofax.com/learn/blog/benefits-of-rpa
- <sup>4</sup> https://itic-corp.com/itic-2021-global-server-hardware-server-os-reliability-survey-results/
- <sup>5</sup> https://www.forbes.com/sites/forbestechcouncil/2022/02/22/unplanned-downtime-costs-more-than-you-think/?sh=6817617136f7
  <sup>6</sup> https://www.nbcnews.com/business/business-news/retailers-face-growing-out-stock-overstock-return-costs-n471326



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