

What Ricoh
can do for you

RICOH
imagine. change.





Preparing for a new world of work

The way we work is changing. Entire industries are being transformed as a result of new ways of creating, managing and sharing information, communicating with customers and suppliers and bringing products and services to the market. Organisations that harness the potential of new technologies and processes are able to enhance the productivity, efficiency and competitiveness of their offering. But new technology also comes with challenges.

Research has found that 63 percent of business leaders are not ready for digital transformation*, which is limiting their ability to seize the opportunities that are now available. The challenge of managing the transition to newer, digital-based ways of working is one that is being felt across a range of different sectors, from finance and healthcare to education and the public sector.

Since 1970, Ricoh New Zealand has provided innovative document and imaging solutions for office, commercial and production printing environments. During that time, we've extended beyond printers and MFDs, building upon our proven product offering with a framework of integrated services. Today, our focus is helping organisations like yours take advantage of the potential for new ways of working to truly enhance your operations.

We can help you make your workflows more efficient and more productive than ever – especially when you're managing information – and help you stay one step ahead of your competition. Whichever industry you operate in and whatever the size of your organisation, we can help you move your operations forward.

For more information about our products and services and to find out how we can help you enhance the way you work, go to www.ricoh.co.nz

*Research conducted by Coleman Parkes Research, May-June 2013
<http://thoughtleadership.ricoh-europe.com/eu/change-making-cio/digital-dark-ages/>



How we can help you

Our range of solutions and services enable you to reach the unique goals of your organisation. We can help you:

Control costs and reinforce the profitability of your operations by implementing more efficient processes that free up time, enabling you to focus your resources on revenue generating activities and growing your competitive advantage.

Eliminate wastefulness and enhance sustainability by driving more environmentally-friendly operations that can reduce your operating costs and empower your employees to increase productivity and boost innovation.

Tighten information security and governance, enhancing your reputation with customers, and reducing the risk of potentially critical data security incidents.

Get the most out of your team members and free them from the frustration of inadequate, inefficient processes by providing secure, timely access to the accurate information they need to perform their roles.

Overcome the common pitfalls of information overload and unstructured data, ensuring your employees have ready access to the right documents and information in the right format, whenever and wherever they need it.

Ensure you're prepared to harness the benefits of new technologies and new ways of working and can continue to support the needs of a changing workforce with agile, high-performing infrastructure

Streamline processes, making your workflows more cost-efficient and delivering strategic benefits such as improving customer service, responding more quickly to market developments and increasing knowledge-sharing and collaboration for greater productivity.

Attract and retain customers in an increasingly competitive and fast-moving environment by keeping pace with increased expectations of smarter, more informed and responsive customer service, delivered across a greater range of channels.

Drive positive change while minimising disruption to your operations, helping transition employees through the change process and ensuring that they are proficient with the new processes, workflows and technologies that are involved.

What we offer

To accompany our industry-leading print and communication products and solutions, we have developed multiple service lines that provide targeted support for your document infrastructure, processes and beyond. Our services harness and complement our products and solutions to address an extensive range of business needs, from efficient, impactful production printing and high-performing IT infrastructure to support and technology to help you utilise your workspace more efficiently.



Printing Hardware

When you choose Ricoh technology you're investing in the most advanced and reliable office equipment available today. And to further optimise your investment, we provide you with industry-leading service and support, like our automated toner ordering, meter-reading and servicing, and our proactive maintenance programme.

- **Harness award winning and market leading technology**
- **Support business transformation**
- **Increase productivity and profitability**
- **Tailored solutions to rapidly-changing markets**



Business Solutions

Ricoh's Business Solutions help customers to optimise the flow of print and digital information within their organisation and deliver more efficient, streamlined document based processes. We can help you:

- **Ensure your employees can access the right information at the right time**
- **Increase employee productivity**
- **Reduce the cost of supporting your document workflow**
- **Maintain tighter security and governance of data**



IT Services

Ricoh's IT Services division provides fixed-price service based IT to monitor and maintain desktops, servers, networks and end-user systems; this allows you to focus on your core business. Ricoh IT Services' suite of managed services is the future of IT, particularly for SMEs without technology departments

- **A single IT supplier to manage**
- **Predictable IT Costs**
- **Consistent IT experience across all sites**
- **Time to focus on your business, customers and staff**

Where we are

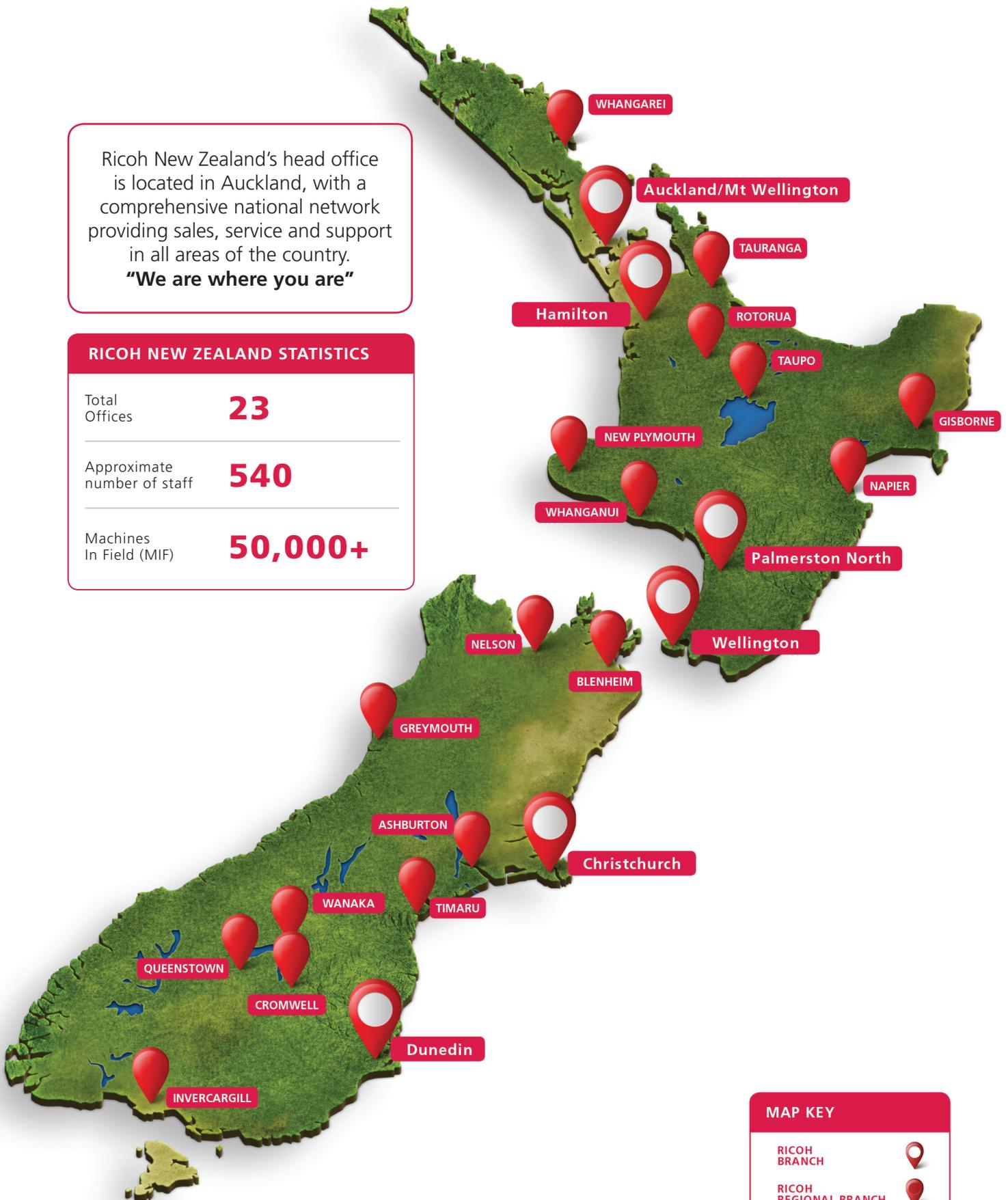
Ricoh New Zealand's head office is located in Auckland, with a comprehensive national network providing sales, service and support in all areas of the country.
"We are where you are"

RICOH NEW ZEALAND STATISTICS

Total Offices **23**

Approximate number of staff **540**

Machines In Field (MIF) **50,000+**



MAP KEY

- RICOH BRANCH 
- RICOH REGIONAL BRANCH 

How we work

Our five phase adaptive process for delivery ensures the solutions and services you receive are custom-built around the specific needs of your business. Our service network will help you on a journey of continuous improvement, so you can reach and sustain your business goals. As part of our adaptive delivery, we provide project and service management and support for organisational change management to ensure the success of our engagement at all stages of the process.

Optimise

Nothing is ever static in business and new challenges, technologies and opportunities are continually emerging. This phase leverages what we have learned during the Transform and Govern phases to drive continuous improvement throughout your organisation.

Understand

We analyse your strategic goals, financial objectives, critical information processes and engage in an in-depth assessment of your current situation and technical infrastructure.

Improve

We develop a plan aimed at achieving your goals by enhancing your processes and infrastructure. Here, we also identify metrics and key performance indicators to measure success.



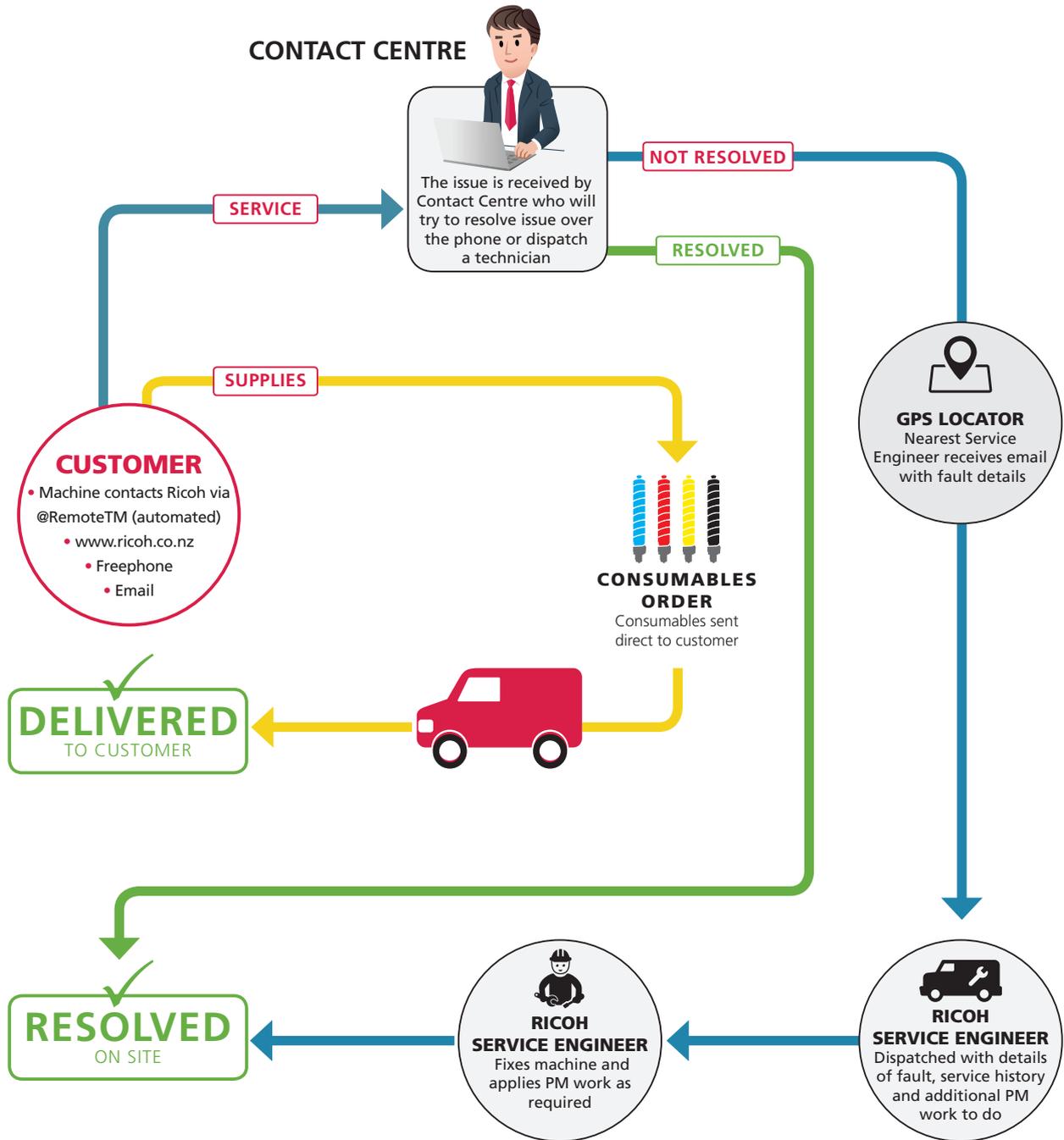
Govern

To ensure objectives are being achieved, we implement management tools and performance reports to measure adoption of new business practices.

Transform

This phase is where we work with your team to deploy our services and focus on improving the way your entire organisation works, collaborates and shares information.

How we support you



Hardware Service Stats

99.6%

equipment up-time.

National average 12 months to 31 March 2017.

51 mins

service resolution.

National average for 12 months to 31 March 2017, measured from the time the call is logged by the Ricoh National Contact Centre to the time it's resolved.

28.2%

of problems solved remotely.

National average for 12 months to 31 March 2017.

Ricoh Partnerships

2Degrees and Ricoh IT Services

As part of Ricoh's IT offering we have aligned with 2degrees – New Zealand's fastest growing full-service telco – for internet, WAN and mobile. Since its inception five years ago, Ricoh's IT Services division has experienced rapid growth and sought a partner to provide fixed and mobile services that would be scalable to meet future requirements. 2degrees goes above and beyond those requirements and, like Ricoh, is a challenger brand that continues to break new ground for customers. The Ricoh-2degrees partnership gives customers a reliable and respected single IT provider to cover all IT needs.



print_SHIFT powered by Blue Star

Ricoh has developed a new division called print_SHIFT, designed to provide New Zealand businesses with a one-stop shop for all their print needs. The new business unit, powered by Blue Star Group, provides customers with access to an all-encompassing print and document solution which includes the supply and service of onsite MFD's through to the management of onsite print rooms. This exciting new strategic initiative can help you maximise the effectiveness of your business through the supply of virtual print rooms, document management, digitisation, outsourced print and print procurement. print_SHIFT aims to reduce the amount of prints inside an organisation by up to 40 per cent, resulting in added efficiency and massive savings.

Ricoh Paper and Warehouse Stationery

Nationwide stationery chain Warehouse Stationery and Ricoh have joined forces to produce a high-quality A4 paper that is optimised to work with all Ricoh printers. The 80gsm, low-dust paper features high whiteness and brightness for outstanding image quality and enhanced presentation, as well as exceptionally low transparency (high opacity) for duplex printing. Ricoh Paper also has numerous environmental accreditations including; Australian Forestry Stewardship, Programme for the Endorsement of Forestry Certification (PEFC) and National Carbon Offset Standard (NCOS) Carbon Neutral. Additionally, Ricoh Paper uses up to 80 per cent less organochlorides (an environmentally harmful bleaching product) in the production process, compared to traditionally produced papers.



Ricoh Paper is available in reams, boxes and pallets and can only be purchased online from:

www.warehousestationery.co.nz/RicohPaper.



Contact

How to find out more, contact us:

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