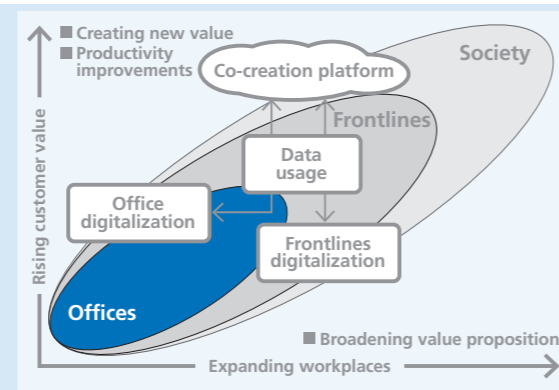


# RDP RICOH Digital Products

## Business unit role

We support the Group's digital services by developing edge devices that contribute to productivity in customer workplaces, including the frontlines. Offerings include multifunction printers (MFPs), the core edge devices in offices.



## Message from Business Unit President

Ricoh Digital Products remains a manufacturing business unit. A key mission is to keep creating and supplying compelling edge devices that enable Ricoh to deliver advanced digital services to customers. We reinforced our manufacturing structure in various ways in fiscal 2021. For example, we established an integrated structure from development through manufacturing and sales to develop and produce our offerings faster and more efficiently. We will continue pursuing operational excellence while striving to expand our business further and capitalize on incremental growth opportunities.

External factors hampered production in fiscal 2021. Among them were shortages of semiconductors and other electronic components and surging raw materials and logistics costs. We must therefore create a manufacturing structure that is impervious to external changes. One effort will be to deploy development methodologies it incorporates into the design plans include measures to tackle potential difficulties in securing parts at the development stages. Another will be to have redundant manufacturing so identical products can be made in multiple plants.

We will collaborate with external stakeholders in these endeavors, such as by jointly developing products with industry peers or sharing modules or plant facilities.

Ricoh's flagship A3 color MFPs are particularly eco-friendly, outperforming the competition in a range of benchmarks, including through energy-saving functions and recycled materials usage rates. We will continue to innovate compelling edge devices that support Ricoh's unique digital services. These offerings will include communication devices whose high-quality video and audio alleviate some of the frustrations of what has become routine teleconferencing since the pandemic struck, scanners that accelerate customer digital transformation efforts, and peripherals that streamline frontlines tasks.



**Katsunori Nakata**  
President of RICOH Digital Products Business Unit

## CASE STUDY 01

### Analyzing production, logistics, and sales information to understand and resolve issues

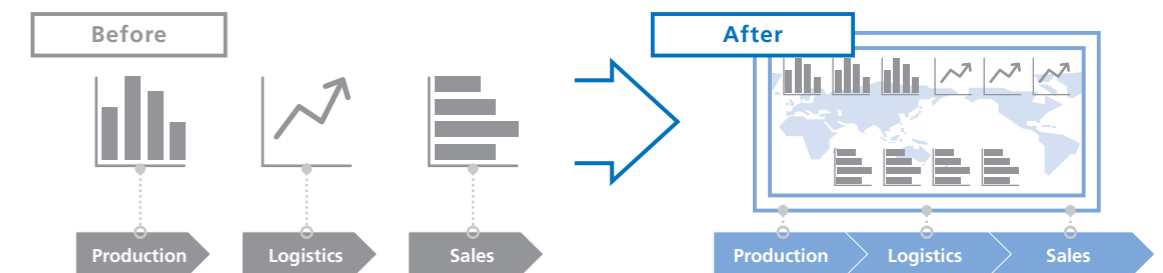
#### Product logistics monitoring

It is essential to review product supply plans and quickly respond to logistics disruptions caused by recent parts shortages in order to ensure a stable supply of products to our customers. Our production, logistics, and sales departments manage masses of information covering everything from production sites to global delivery. We created a new framework to consistently collect, integrate, visualize, and track inventory levels daily across our entire supply chain. This means we can efficiently monitor supply stability through a single screen.

We also established a setup to analyze operational status, including defect information, sending it in real-time to plants. This setup enables us to swiftly manufacture top-quality products that satisfy customers, slashing after-service times.

We look to share this analytical data with parts manufacturers to build a supply chain that further improves quality.

We also aim to provide these systems to customers.



## CASE STUDY 02

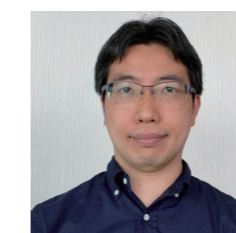
### Transforming web conferencing RICOH Meeting 360 V1

RICOH Meeting 360 V1 is an all-in-one teleconferencing device incorporating a 360° camera, microphone, and speakers.

The unit employs proprietary 360° image correction technology that adjusts brightness to optimally show all participants' facial expressions and automatically focuses on the person speaking. The microphone sound pickup technology we honed in developing our videoconferencing system captures audio clearly from considerable distances. We will leverage these technologies to keep transforming web conferencing in the coming years.

We plan a range of additional features, including minutes-taking support, speaker identification, and record searches.

Converting analog audio and video into digital data will help companies resolve various issues and materialize new work practices by making it far more efficient for them to maintain and access information assets.



We have tuned the system with a focus on customer usability, such as the sensitivity of the automatic focus switching of the speaker, sound collection from a distance, and the ability to reduce echoes when a speaker's voice overlaps with another person in the web conference.

**Kunihiko Nishioka**  
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