

Ricoh Continues to Build Upon its Position as a 'Market Leader' in Managed Print Services

TOKYO, May 20, 2013 – Ricoh continues to be ranked as a global market leader by all major analysts' reports published on MPS in 2012, including a new report from [Quocirca](#) entitled "[Managed Print Services \(MPS\) Landscape, 2013](#)."

The report states, "Ricoch has a strong value proposition to deliver MPS to large enterprises – managing both their office and production print environments."

Quocirca, headquartered in the UK, describes market leaders as possessing "diverse strengths and wide global presence and have prioritized their efforts and investments to win in this highly competitive marketplace." The report examines the competitive landscape for MPS and discusses the key market drivers and trends that will shape future MPS engagements.

While many MPS offerings focus tightly on devices and print management, Ricoh's MPS are delivered as part of its Ricoh Managed Document Services™ (Ricoch MDS). Ricoh's MDS employs a holistic, five-phased Adaptive Model. This approach provides a unique and more complete MDS solution for each customer, a solution that addresses the entire landscape of business information, including its input (capture), processing (workflow) and output (distribution), whether paper-based or electronic. Ricoh helps provide iWorkers—whether in the office, mobile or virtual—with the right information at the right time in the right form to make optimal business decisions.

A growing number of organizations are working to improve their performance by digitizing information, streamlining workflows, and more quickly delivering the right information to the right people at the right time. Ricoh MDS helps them achieve precisely these goals through innovative, customized solutions that include careful management of people, processes and technology.

In addition to the Quocirca report, Gartner has positioned Ricoh in the 'Leaders Quadrant' in their annual "Magic Quadrant: Managed Print Services Worldwide"¹ report; and ranked Ricoh in the top three globally in the 2012 "Competitive Landscape: Managed Print Services, Worldwide."² Ricoh was also named a Leader in the "The Forrester Wave™: Managed Print

¹ Gartner, Inc., [Magic Quadrant for Managed Print Services, Worldwide](#), Ken Weilerstein, Cecile Drew, Yulan Li, October 24, 2012

² "[Competitive Landscape: Managed Print Services, Worldwide](#)," December 31 2012, Gartner Inc., analysts Ken Weilerstein, Cecile Drew, Yulan Li, Tomoko Mitani, Lai-ling Lam, Elizabeth Kim, Amrita Choudhury

Services, Q2 2012”³ report. Forrester gave Ricoh and its Managed Document Services (MDS) program the highest possible marks in “technology and solution ownership,” “enterprise print support,” and “MPS market experience.” [The “IDC MarketScape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis”](#)⁴ ranked Ricoh a leader for managed print services (MPS).

For more information on Ricoh's MDS strategy, delivery framework or services portfolio, visit www.ricoh.com/mds/.

| About Ricoh |

Ricoh is a global technology company specializing in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions. In the financial year ending March 2013, Ricoh Group had worldwide sales of 1,924 billion yen (approx. 20 billion USD).

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialized industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

Under its corporate tagline, *imagine. change.* Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For further information, please visit
www.ricoh.com/about/

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³ “The Forrester Wave™: Managed Print Services, Q2 2012,” by Craig Le Clair with Alex Cullen and Mackenzie Cahill.

⁴ “IDC MarketScape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis,” Doc # 232135 December 2011.