

Ricoh Wins 2013 Managed Print Services Association Leadership Award

TOKYO, July 30, 2013 – Ricoh today announced it has been honored with a 2013 Leadership Award from the Managed Print Services Association (MPSA) for Best Direct Managed Print Services Plus Provider in the Managed Print Services Industry.

According to the [MPSA](#), a Direct Managed Print Services Plus Provider is an organization selling basic managed print services which is owned directly or indirectly by a manufacturer and offers additional solutions around document management, document workflow, and/or business document processes. The award will be presented to Ricoh at the [CompTIA's ChannelCon](#) event, which is held on July 30 in Orlando, FL..

Ricoh was chosen this year from a host of applications the MPSA received from around the globe. "The competition for this category was stiffer than ever, pushing our judging panel to the limits," said Kevin DeYoung, Vice President, Managed Print Services Association. "To say that it is a great honor to be deemed the best is an understatement. Ricoh should be very proud of how it separated itself from all others in the category."

Ricoh MDS helps improve performance for a growing number of organizations as they digitize information, streamline workflows and more quickly deliver the right information to the right people at the right time.

"We are once again honored to be selected by MPSA for a Leadership Award, especially given the fierce competition and demanding criteria for this category," said Sergio (Shigeo) Kato, Associate Director, Deputy General Manager, Global Marketing Group, Ricoh Company, Ltd. "We work hard to push the boundaries of innovation while putting information to work for our customers, and it is gratifying when esteemed organizations such as the MPSA recognize our efforts."

Criteria for the Direct Managed Service Plus Provider category included: core capability (extent of proposition and problem-solving); case study (detail of best practice and client feedback); and differentiation.



Ricoh was also recently named a Leader in Worldwide Managed Print Services (MPS), according to the new "IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis."¹ In addition to the IDC report, Gartner positioned Ricoh in the 'Leaders Quadrant' in their annual "Magic Quadrant: Managed Print Services Worldwide"² report; and ranked Ricoh in the top three globally in the 2012 "Competitive Landscape: Managed Print Services, Worldwide."³ Ricoh was also named a Leader in the "The Forrester Wave™: Managed Print Services, Q2 2012"⁴ 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." And most recently, Ricoh was named a market leader in a report from Quocirca⁵ entitled "[Managed Print Services \(MPS\) Landscape, 2013](#)."

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

About the Managed Print Services Association (MPSA)

The MPSA provides education, research and best practices to help organizations actively manage and optimize their document output devices and related business processes. The MPSA is the only international, independent and nonprofit MPS organization that embraces all industry participants in a collaborative environment. For more information visit: <http://www.yourmpsa.org/about>.

| 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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¹ "IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis," Doc # 242217 July 2013.

² Gartner, Inc., [Magic Quadrant for Managed Print Services, Worldwide](#), Ken Weilerstein, Cecile Drew, Yulan Li, October 24, 2012.

³ "[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.

⁴ "The Forrester Wave™: Managed Print Services, Q2 2012," by Craig Le Clair with Alex Cullen and Mackenzie Cahill.

⁵ May 2013, Quocirca, "[Managed Print Services \(MPS\) Landscape, 2013](#)," Louella Fernandes, Clive Longbottom.