

Quocirca Names Ricoh Global Market Leader in Managed Print Services for Fourth Consecutive Year

Company expands managed print services market presence as revealed by global report

TOKYO, August 10, 2015 – Ricoh today announced that it has maintained a leadership position for the fourth consecutive year in the Managed Print Services (MPS) market, according to a report from analyst firm [Quocirca](#) entitled “Managed Print Services Landscape, 2015.”¹ Ricoh now actively manages millions of devices on a global basis for more than 4,000 customers, helping them to grow their businesses by enhancing document infrastructure management, optimizing business processes, driving productivity and reducing environmental impact.

Quocirca notes that Ricoh has “made strong inroads with its MDS strategy.” The report further states, “RicoH illustrated that it is innovating across a number of markets and this shows commitment to expanding its presence in non-core markets.”

“In the past year, we saw Ricoh continue to grow through expanded service offerings, a streamlined business structure and an ongoing shift in focus to ‘workstyle innovation’” said Louella Fernandes, Associate Director of Print Services and Solutions, Quocirca Ltd. “Quocirca recognized Ricoh as one of the strongest MPS providers because of its extensive portfolio, including its mature set of business process services. We anticipate consistent growth for Ricoh as it strengthens its services capabilities in its core markets.”

Ricoh delivers its MPS offerings to customers under its Ricoh Managed Document Services™ (Ricoh MDS) portfolio, and its capabilities are supported by more than 30,000 service professionals globally and five regional MDS competency centers. Ricoh works with its customers to adapt and optimize information processes to boost efficiency and address information security concerns, enabling enterprises to tackle the rising costs associated with an unmanaged print infrastructure.

Ricoh’s global reach, combined with its broad and scalable portfolio, position it well to help customers ranging from small and medium businesses to enterprises. The company offers its global customers a wide range of services including Application Services, Business Process Services, Communication Services, IT infrastructure Services, MDS, Production Printing

¹ Quocirca, Inc., “MSP Market Landscape, 2015”

Services, Sustainability Management Services and Workplace Services to help manage their unique needs.

“We are honored to once again be recognized by Quocirca as a leading managed print services provider for our strengths empowering our customers to best leverage the right solutions to help grow their business,” said Carsten Bruhn, Group Vice President & General Manager of Business Services, Ricoh Global Services & Industry Verticals, Ricoh Company, Ltd. “As the workplace of today evolves, we continue to turn our focus to workstyle innovation so we can solve the developing challenges around secure information access and seamless collaboration that our customers are facing.”

Ricoh was positioned in the “Leaders” quadrant of the Gartner “Magic Quadrant for Managed Print and Content Services Worldwide”² 2014 report. IDC also named Ricoh a Leader in Worldwide Managed Print Services in the “IDC MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment — Focus on Managed Workflow Services”³ for the fourth time.

For more information on Ricoh’s MDS strategy, delivery framework or services portfolio, visit <http://services.ricoh.com/services/managed-document-services>.

| 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 2015, Ricoh Group had worldwide sales of 2,231 billion yen (approx. 18.5 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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² Gartner, Inc., “Magic Quadrant for Managed Print and Content Services” Ken Weilersten, Elizabeth Kim, and Sharon McNee, November 6, 2014.

³ “IDC MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment — Focus on Managed Workflow Services.” Doc # 250631, September 2014.