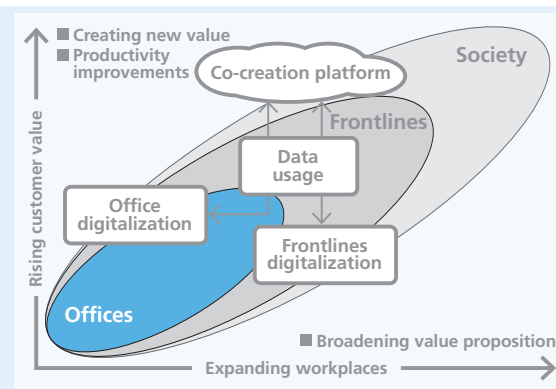


RDS RICOH Digital Services

Business unit role

We leverage robust customer touchpoints by using technology to connect workplaces, extending from offices to remote locations and frontlines. We help customers build digital workflows and streamline business processes.



Message from Business Unit President

RICOH Digital Services provides sales and support in around 200 countries and regions around the world through regional headquarters in Japan, the Americas, Europe, and Asia-Pacific. We are expanding digital services, as a service integrator, by drawing on our global customer touchpoints and strengths in integrating an array of applications, services, and edge devices. We deliver customer value in four key areas. These are IT

infrastructure, digitizing workflows, digitalizing frontlines, and new workstyles. We are focusing on strengthening RICOH Smart Integration (RSI), a cloud-based co-creation platform that combines devices and applications to support these areas.

The need for digital transformation in customer workplaces increasingly extends beyond offices to encompass remote work environments and frontlines. We have responded in various ways to such changes in recent years by investing in evolving RSI further. This includes the acquisition of DocuWare and Axon Ivy, global software providers, formed a business alliance with Cybozu, and the acquisition of PFU, and are expanding our services to help our customers digitalize their business workflows.

RICOH Digital Services profits by helping customers around the world succeed. We will offer services that support human creativity in all sorts of workplaces and continue pursuing customer success to accelerate our growth and become more profitable simultaneously.

Akira Oyama

President of RICOH Digital Services Business Unit

CASE STUDY 01

Digitizing workflows to enhance corporate value

DocuWare

Ricoh acquired content service platform provider DocuWare GmbH in 2019. The company serves over 15,000 customers in more than 100 countries.

One of these customers is WSM Personal GmbH, a German mid-sized temp staff agency. The firm recruits personnel from Central and Eastern Europe, primarily for the manufacturing industry.

The human resources services sector is a prolific producer of records. These include employment contracts, vacation requests, and pay stubs. WSM Personal managed all documents from the outset on its own file server. However, they adopted cloud-based DocuWare in 2015 because it became necessary to access documents swiftly, anytime, anywhere.

The system now stores 80,000 documents.

Since 2020, they have been working on workflow automation by connecting multiple external systems with DocuWare at the center. Remote signing contract is one example. First, an employment contract created by ERP is emailed to the temporary employee. Then, the e-signature service provided by Validated ID S.L. sends a one-time password text message to the employee's smartphone. This two-step verification mechanism allows for secure and speedy contract signing between different countries without paper or human intervention.

DocuWare has helped WSM Personal to keep evolving its business processes and solidify its position in the human resources services sector.



We boost our process through digitization – DocuWare plays a key role in this. Signatures integrated into DocuWare increases our speed and agility, especially when managing employment contracts in different countries. Without the DMS, we would undoubtedly need more administrative staff.

Markus Maier

Managing Director, WSM Personal GmbH

CASE STUDY 02

Sharing Ricoh workplace innovations with customers

Scrum Assets

RICOH Smart Apps included in Scrum Assets is a suite of business applications linked to Microsoft 365*. Ricoh responded to the need to embrace telecommuting and other work approaches by commercializing a groupwide communication framework for customers.

The Microsoft Teams* app streamlines team schedule management, work reporting, and other communications between employees, even when they are at distant locations. SharePoint* apps combine portal, bulletin board, and other groupware functions.

Customers deploying Ricoh's setup have commented that it has enhanced work efficiency and transformed work in ways they thought impossible.

Around 480 certified "Microsoft* Solution Evangelists" are offering value-added proposals utilizing Microsoft's* cloud computing throughout Japan, leveraging their knowledge and experience in coordinating a wealth of customer support services. Ricoh Japan received the Modern Workplace for SMB Award at the Microsoft Japan Partner of the Year 2022 Awards in recognition of these efforts.

We will keep developing products to digitalize operations and help customers grow their businesses.

* Microsoft 365, Microsoft Teams, SharePoint and Microsoft are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.



We offer customers nationwide RICOH Smart Apps that constantly update work processes and co-create frameworks to materialize these processes. We will keep collaborating with Ricoh Japan's many customers to design new teamwork practices and contribute to enhancing their job satisfaction.

Shotaro Takano

Group Leader, DX Office, ICT Business Headquarters, ICT Technology Division
RicoH Japan Corporation