
For Immediate Release

Independent Research Firm Places Ricoh among ‘Leaders’ in Evaluation of Managed Print Services

*Company Scores Highest Possible Marks in Technology and Solution Ownership,
Enterprise Print Support and MPS Market Experience*

Tokyo, May 15, 2012 – Ricoh Company, Ltd. (hereafter Ricoh) today announced it has been named a Leader in the “The Forrester Wave™: Managed Print Services, Q2 2012¹” report released May 10, 2012.

Ricoh was among the seven selected companies that Forrester evaluated in the May 2012 report which says leaders “emerged as the strongest MPS (managed print services) offerings due to strong global deployment, complete support for office and production requirements, and integration with ITO (information technology outsourcing) support.” Forrester gave Ricoh and its [Managed Document Services \(MDS\) program](#) highest possible marks in “technology and solution ownership,” “enterprise print support,” and “MPS market experience.”

“Ricoh has a strong mix of capabilities with enhanced device monitoring,” the report continues. “Ricoh [also] has strong direct channels worldwide for delivering MPS. Surveyed enterprises noted Ricoh’s strong execution and responsiveness to out-of-scope tasks such as security integration challenges. Continued focus on change management, improved device management, and extending services beyond MPS to office workflows and document management will ensure strong growth in MPS.”

Ricoh MDS is the company’s exclusive approach to managed print services. It encompasses the three fundamental parts of document management — input (the creation of information), throughput (how information moves around a business), and output (processing information in a way to add business value). Ricoh MDS directly addresses top business concerns such as cost control, environmental sustainability, information security and governance, business process efficiency, organizational change management, information worker (iWorker) productivity, information optimization and strategic infrastructure.

“We’re pleased that, through Forrester, we believe that organizations around the world have another opportunity to learn how Ricoh is leading the evolution of MPS and helping customers

¹“The Forrester Wave™: Managed Print Services, Q2 2012,” by Craig Le Clair with Alex Cullen and Mackenzie Cahill.

achieve their most important business goals,” said Sergio Kato, Deputy General Manager, Global Marketing Group/Services Business Center. “We look forward to helping these customers continue to excel as well as helping new ones discover the many ways they can streamline management of their fleets and improve their productivity.”

For more information on Ricoh's Managed Document Services (MDS) strategy, delivery framework or services portfolio, visit www.mds.ricoh.com.

| 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 more than 200 countries and regions. In the financial year ending March 2012, Ricoh Group had worldwide sales of 1,903 billion yen (approx. 23 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/

Contact:

Japan

Francis F. Harrison
Ricoh Company, Ltd.
Phone: +81 (0) 3-6278-5228
E-mail: koho@ricoh.co.jp

Asia Pacific

Stephanie Ee
Ricoh Asia Pacific Pte. Ltd.
Phone: +65 (0) 6830-5842
E-mail: Stephanie.Ee@rapp.ricoh.com

Americas

Linda Montefusco
Ricoh Americas Corporation
Phone: +1 (0) 973-882-2172
E-mail: Linda.Montefusco@ricoh-usa.com

China

Grace Qian
Ricoh China Company, Ltd.
Phone: +86 (0) 21-52380222-8403
E-mail: gianzhiqiong@rcn.ricoh.com

Europe

Janice Gibson
Ricoh Europe PLC
Phone: +44 (0) 20-7465-1153
E-mail: Janice.Gibson@ricoh-europe.com