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## Ricoh Earns CompTIA Managed Print Services Trustmark™

*Ricoh Company, Ltd. first organization headquartered outside of North America  
to earn respected industry credential*

**TOKYO, Sept. 4, 2013** – [Ricoh Company, Ltd.](http://www.ricoh.com) (Ricoh) today announced it has been honored by CompTIA, a leading non-profit association for the information technology (IT) industry, with its CompTIA Managed Print Trustmark™. Ricoh was presented with a certificate acknowledging the honor at a ceremony in Tokyo on August 22 where Sergio Kato, Associate Director, Deputy General Manager, Business Solutions Group, Ricoh Company, Ltd. received the award from Dennis Kwok, Vice President, Asia Pacific, CompTIA.

The CompTIA Managed Print Trustmark is a respected industry credential that signifies adherence to industry best practices for service delivery and customer interaction in the managed print market.



“We are honored to receive this prestigious credential as it validates Ricoh’s global approach to delivering managed document services while helping our customers execute a comprehensive document process improvement strategy,” said Mr. Kato. “CompTIA is well respected for its thorough evaluation process when considering candidates for the Managed Print Trustmark so that makes this recognition even more gratifying.”

The trustmark was developed by CompTIA in collaboration with industry experts and leaders to identify companies that have made a commitment to the highest levels of integrity and sustained quality service. The trustmark is designed specifically for companies offering on-premise print services via a managed services business model.

“This industry benchmark of competency, trust and value requires companies to complete a rigorous evaluation process,” said Nancy Hammervik, Senior Vice President, Industry Relations, CompTIA. “By earning this trustmark Ricoh has demonstrated its commitment to meet or exceed the best business practices the IT industry has to offer.”

Ricoh Company, Ltd. [www.ricoh.com](http://www.ricoh.com)

To earn the CompTIA Managed Print Trustmark, Ricoh was evaluated on the internal practices and procedures they use to run their business and the external activities and operations they engage in with customers and prospects. Visit [CompTIA Managed Print Trustmark](#) to learn more. Ricoh Company Ltd. is the first company outside of North America to earn this respected credential.



CompTIA Dennis Kwok, Vice President, Asia Pacific presents Ricoh Associate Director, Deputy General Manager, Business Solutions Group, Ricoh Company, LTD Sergio Kato with CompTIA Managed Print Services Trustmark™ certificate at the headquarters of Ricoh Co., Ltd. in Ginza, Tokyo.

### **About CompTIA**

CompTIA is the voice of the world's information technology (IT) industry. Its members are the companies at the forefront of innovation; and the professionals responsible for maximizing the benefits organizations receive from their investments in technology. CompTIA is dedicated to advancing industry growth through its educational programs, market research, networking events, professional certifications, and public policy advocacy. To learn more, visit <http://www.comptia.org/home.aspx>, <http://www.facebook.com/CompTIA> and [twitter.com/comptia](https://twitter.com/comptia).

### **About Ricoh MDS**

Ricoh is uniquely equipped to assist its customers execute a comprehensive strategy for document process improvement that helps reduce costs and potentially increase revenue through its Managed Document Services approach. Its proven methodology (Understand, Improve, Transform, Govern and Optimize) helps Ricoh pinpoint an organization's key processes and then align them with services that will help customers achieve measurable and

sustainable business outcomes. The knowledge Ricoh has gained through its thousands of implementations has also provided insight into the top business concerns that are most prevalent in today's corporate environments including: cost control, environmental sustainability, information security and governance, business process efficiency, organizational change management, information worker (iWorker) productivity, information optimization and strategic infrastructure. This valuable insight helps accelerate the first step in the process — Understand — so customers can begin the Improve phase more quickly and start realizing the resulting benefits as soon as possible.

### **| 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/](http://www.ricoh.com/about/)

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