
Ricoh Positioned as a “Leader” in 2013 Gartner Magic Quadrant Report for Managed Print Services Worldwide

Evaluation based on Completeness of Vision and Ability to Execute

TOKYO, Oct. 28, 2013 – Ricoh today announced it has been positioned in the “Leaders” quadrant of the Gartner “Magic Quadrant for Managed Print Services Worldwide”¹. This is the fourth year in a row Ricoh has been named a Leader in the Managed Print Services Magic Quadrant.

Ricoh's Managed Document Services build upon a core foundation of industry-leading hardware and software technologies and document and IT-related services. These services address the business practices surrounding the management of both print and electronic information. Ricoh's Managed Document Services can help customers manage critical business processes, activities, and resources with the ultimate benefit of controlling costs and enhancing employee productivity. By delivering the right information, at the right time, in the right form, Ricoh works with customers to optimize document and information processes ultimately capitalizing on new business opportunities.

“We are proving with customers again and again that Managed Document Services is not just about creating efficiencies related to document management but it's about helping these companies better serve their customers and be more competitive in their markets,” said Yoshi Sasaki, General Manager, Business Services Center, Business Solutions Group, Ricoh Company, Ltd. “Never have these needs been more important as companies adapt to the speed of new mobile technologies, face more nimble competition and try to keep their connected workforce productive. Ricoh is at the forefront of these changes and we believe our leadership position is validation for customers that we have the knowledge and experience to help them succeed.”

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.

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.”² In addition to the IDC report, Gartner also ranked Ricoh in the top three globally in the 2013 “Competitive Landscape: Managed Print Services, Worldwide for its estimated worldwide direct MPS revenue.”³ Ricoh was also named a Leader in the “The

Forrester Wave™: Managed Print Services, Q2 2012⁴ 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 earlier this year, Ricoh was named a market leader in a report from [Quocirca](#)⁵ entitled “[Managed Print Services \(MPS\) Landscape, 2013](#).”

To learn more about Ricoh’s approach to Managed Document Services and for free information and guidance – including case studies, white papers and videos – visit [Ricoh Global MDS](#).

¹ Gartner, Inc., “Magic Quadrant for Managed Print Services, Worldwide”, Ken Weilerstein, Sharon McNee, Elizabeth Kim, October 21, 2013

² “IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis,” Doc # 242217 July 2013.

³ Gartner Inc., “Competitive Landscape: Managed Print Services, Worldwide, 2013” Elizabeth Kim, Ken Weilerstein, October 21 2013

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

About the Magic Quadrant

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| 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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