

# Ricoh by the Numbers

## Profitability



Consolidated sales  
¥ **2,348.9** billion

Operating profit  
¥ **62.0** billion

Digital services sales ratio  
**48**%

## Areas and customers



Business areas  
(countries and regions)  
Around **200**

Customer base  
Around **1.4** million companies

Evaluation by customers as a  
digital services company  
**29**%

## Human capital



Number of Group employees  
**79,544**

Number of people with Ricoh  
Digital Skill level 2 or above  
(Japan)  
**2,855**

Female-held managerial position  
ratio  
Global: **16.5**% Japan: **7.7**%

## Sustainability



Renewable energy usage ratio  
**33.6**%

Virgin material usage ratio  
**78.9**%

Sales from businesses that resolve  
social issues

Creativity from Work: ¥ **926** billion  
Community and Social Development: ¥ **20** billion  
Zero-Carbon Society  
and Circular Economy: ¥ **315** billion

## Ratings



Standard & Poor's  
Long-term bonds: **BBB**

Rating and Investment Information  
Long-term bonds: **A+**

External assessments of ESG  
Included in the Dow Jones  
Sustainability World Index for  
**four** straight years

## Capital efficiency and shareholder returns



ROE  
**4.5**%

ROIC  
**3.3**%

Dividend per share  
¥ **36.00**

## Global network

Overseas sales ratio  
**63.1**%



### Japan

Sales  
¥ **865.6** billion

Number of employees  
**31,064**

Number of affiliates  
**44**

### The Americas

Sales  
¥ **659.7** billion

Number of employees  
**18,299**

Number of affiliates  
**50**

### Europe, Middle East and Africa

Sales  
¥ **623.7** billion

Number of Employees  
**16,867**

Number of affiliates  
**105**

### Asia Pacific and others

Sales  
¥ **199.8** billion

Number of employees  
**13,314**

Number of affiliates  
**43**

Unless otherwise noted, this information is based on data for the fiscal years ended March 31, 2023 and 2024.

## Market position and industry recognitions

Positioned in Gartner Magic Quadrant for Outsourced  
Digital Workplace Services (in March 2024)

for the **fourth** consecutive year\*1

**Gold medal**\*2

for DocuWare in the Document Management category of  
the Info-Tech Research Group Software Reviews Data  
Quadrant Awards 2024 (in March 2024)

<https://www.softwarereviews.com/awards>

IDC's ranking of Ricoh's Global Market Share of A3 MFPs  
(Q1 2024):

Ranked **second**, at **17**%\*3

### J.D. Power

- Color Laser Printer  
Customer satisfaction survey (7th consecutive year, in September 2024)
- Server Maintenance Service  
Customer satisfaction survey (9th consecutive year, in November 2023)
- Corporate Technical Support Call Center  
Satisfaction survey in copier/printer category  
Tied for 1st place (in December 2023)

**1**st place  
[japan.jdpower.com/awards](http://japan.jdpower.com/awards)

**Ranked third**\*4

in SCN Top 50 Systems Integrators list by U.S. publication  
System Contractor News (in November 2023)

\*1 Gartner®, Magic Quadrant™ for Outsourced Digital Workplace Services, Karl Rosander et al., March 11, 2024  
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\*2 Source: The 2024 Data Quadrant Awards for Top Document Management Systems <https://www.softwarereviews.com/categories/document-management>

\*3 Source: IDC's WW Quarterly HCP Tracker, 2024Q1, Color Laser MFP/SF DC, A3 Only, Speed Range A4: excl. 91+ ppm Share by Company Year: 2023

\*4 Source: System Contractor News <https://www.avnetwork.com/news/scn-top-50-systems-integrators-2023?fbclid=IwAR27ykDf4DU7KA4kqUE-PdK1aguH5x7KEIhg6c5aE1JdK3v354RA6r6zM>