

Ricoh named a Leader in the IDC MarketScape for worldwide contractual print and document services

Report cites Ricoh's broad portfolio, industry expertise, service and support infrastructure, and global service consistency as key factors that help set it apart from competitors

TOKYO, December 19, 2018 - [Ricoh](#) today unveiled that IDC has named Ricoh a leader in its IDC MarketScape: Worldwide Contractual Print and Document Services 2018 Vendor Assessment (doc #US44387318, December 2018). Ricoh's commitment to empowering digital workplaces centers around a customer-centric approach to services and solutions delivery, which helps simplify customers' digital transformation, improve customer experiences and drive business productivity. These attributes and others were cited as factors that contributed to Ricoh being named a Leader in the IDC MarketScape.

"Ricoh's customer-driven approach, which is based on a high-touch client engagement process, enables the firm to stay in front of evolving customer needs and provide custom solutions to address business demands efficiently and consistently for local, regional, and global deployments," said Robert Palmer, Research Vice President, Imaging, Printing, and Document Solutions, IDC. "When business large and small are seeking a partner that can design and develop a program intended to evolve with future business needs, Ricoh should be in the running."

Ricoh aims to augment its printing business by supporting the work practice reforms of its customers. The company leverages this broad expertise and specific understanding of customer pains to shape both its portfolio of offerings and how it is implemented. This is done by providing services that leverage the Internet of Things and other advances. Ricoh also offers managed document services and IT services that encompass everything from planning through building and managing office information and communications infrastructures. Its team of experts provide communications services and other value-added offerings that streamline interactions in offices and at frontlines. This approach enables Ricoh to deliver the specific expertise required to assist customers across many different vertical markets including financial services, healthcare, legal, retail and more. This expertise, combined with Ricoh's nearly 97,000 global employee base and proven track record in more than 200 countries, helps ensure service consistency across the world. This unique approach not only benefits Ricoh direct customers, but also its large network of dealer partners.

Earlier this year, Ricoh unveiled its RICOH Ignite global growth strategy which outlined Ricoh's approach to expanding relationships with existing customers and growing relationships with new customers. One aspect of this strategy is to deliver higher value services to existing customers that help connect office and frontline business applications. IDC states that "Ricoh has established one of the industry's more feature-rich programs with a highly efficient and integrated global service delivery model." This attribution is just one successful attribute of RICOH Ignite*.

"Our commitment to delivering the right services and solutions to help our customers and dealers move the needle for their businesses is unmatched, and this report shows that it's resonating," said Yoshinori Sakaue, Corporate Vice President and General Manager of the Digital Business Group, Ricoh Company, Ltd. "Around the world, the right combination of the best people, processes and technologies are a must for success. Our portfolio is customized and scalable to deliver just that to our customers and partners as we help them along their unique digital transformations."

* IDC, Vendor Snapshot 2018: Ricoh on Contractual Print and Document Services, doc # US44515618, December 2018

About IDC MarketScape:

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.

| About Ricoh |

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2018, Ricoh Group had worldwide sales of 2,063 billion yen (approx. 19.4 billion USD).

For further information, please visit www.ricoh.com

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