

Ricoh Managed IT Services business in the United States acquired by Netrix

Focusing on growth areas in digital services to meet diversifying customer needs

TOKYO, November 5, 2025 – Ricoh Company, Ltd. today announced the sale of its Managed IT Services business in the United States to Netrix Global, a leading provider of cybersecurity and digital transformation services headquartered in Illinois, United States. The transfer is effective as of October 31, 2025.

1. Background

Ricoh leverages its strong customer base, touchpoints, and proprietary intellectual property to deliver digital services that help individuals unlock creativity at work. As part of its global strategy, Ricoh has identified Process Automation and Workplace Experience as two growth areas.

While IT Services remains a global focus for Ricoh worldwide, in the U.S. it continues to deliver digital services that automate end-to-end processes and workflows and improve the workplace experience, primarily to large enterprises. To further accelerate business growth in the U.S. market and strengthen its focus on the growth areas, Ricoh decided to divest its Managed IT Services business in the U.S. to Netrix Global.

2. Impact on Financial Results

This transaction is already reflected in Ricoh's consolidated financial forecast announced May 14, 2025. Therefore, there is no revision to the forecast as a result of this transaction.

About Netrix Global

Netrix Global is an engineering-led IT consultant and managed service provider with over three decades of experience. Our team of over 600 technical engineers is dedicated to solving problems across all business functions, with expertise in IT strategy, cloud infrastructure, cybersecurity, application development, and data & AI. Netrix offers a unique advise-deploy-run approach to ensure client success no matter the project's complexity. Our mission is to be your trusted technical advisor, providing the people and technology needed to run modern, data-driven businesses that are always on and always secure. Learn more at www.netrixglobal.com.

Name of Representative: Dean Gels, Chief Executive Officer

| About Ricoh |

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimize business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organizational capabilities nurtured over its 85-year history. In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.

For further information, please visit www.ricoh.com

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