

Service and Support

# RICOH Service Advantage

Service Solutions for Robotics



## Accelerate your expansion plans

Your business is flourishing. You are ready to expand into new markets but are concerned about the growing pains of business expansion. You don't just need great products; you need expertise and resource to deliver exceptional service support. RICOH Service Advantage allows organisations like yours to leverage our EMEA-wide service infrastructure and establish a support network quickly and without the need for upfront investment.

## Use RICOH Service Advantage to:



- Offer your customers fast, effective and professional service support
- Rapidly address gaps in service capacity, capability and coverage
- Reduce time to market whilst minimising your investment costs
- Optimise service delivery by leveraging our knowledge and expertise
- Concentrate resource and attention on core business activities



## Engage world-class service support

We are one of the world's leading technology service providers. Partner with us and you will gain more than 80 years of professional field services experience. Our extensive market knowledge and EMEA-wide service network will enable you to accelerate your expansion plans. RICOH Service Advantage is a flexible service solution. Our consultative approach will help you engage services that meet your requirements and your customers' needs.

## Leverage our service infrastructure

To successfully expand into new markets, you need to rapidly scale your operation whilst adhering to local compliance and governance regulations. You can count on us to help you navigate those requirements. Our EMEA service and distribution networks cover Europe, the Middle East and Africa. Wherever you take your business, you will find that we are familiar with the local languages and customs.

- Service network spanning Europe, the Middle East and Africa
- Highly effective supply chain and parts management (SCPM)
- Attentive support from nearly 5,000 certified service technicians
- Scalable support services, tailored to meet our customers' needs
- Expertise in emerging markets and new technologies, including robotics

## Focused on robotic advancement

We get robotics. Advancements in robotics and automation are driving efficiencies throughout global supply chains. We employ robotic technology in our own production facilities, and we provide support services for customers selling autonomous mobile robots into a variety of markets, including warehousing, logistics and security. The service requirements are remarkably similar to those of our own core print and communication products.



## Creating a clear path for growth

With your customers reliant upon your robotic technology, it is imperative that you provide exceptional service support. From their first interaction with a helpdesk operative, to the timely arrival of spare parts and the expert intervention of a field-based engineer, your customers expect fast, effective and professional support. We have the people, the platform and the expertise to deliver that support on your behalf.



## Our scalable solution is a perfect fit

We have an established service operation that delivers a complete portfolio of support services. Using RICOH Service Advantage, you can take advantage of any or all of our support services, including project management, service design, implementation, service management, supply chain management, parts management, helpdesk services, remote support, field engineering, reporting and billing.



## What makes us so special?



## You innovate, we execute

RICOH Service Advantage uses our core strengths: people, processes and technology, to help you expand your business horizons and gain competitive advantage. Our services are carefully aligned to your needs and designed to maximise your return on product investment development. Leveraging our global infrastructure to your competitive advantage, we can help you execute your expansion plans.

### RICOH Service Advantage in action: Call Management



Fetch Robotics develop collaborative Autonomous Mobile Robot (AMR) solutions for the warehousing and intralogistics markets. They use a unique cloud-based platform to remotely resolve technical issues. Level 1 services (incident/event monitoring) and level 2 services (remote resolution and escalation) are executed by Ricoh. The relationship ensures that Fetch Robotics customers can engage support around the clock.

### RICOH Service Advantage in action: Field Engineering



A large global e-commerce retailer uses mobile robotic fulfilment systems in its customer service centres. The robots, which are manufactured for the retailer by a sister company, are supported by RICOH Service Advantage. Working on the technical floor, Ricoh's dedicated field technicians help the retailer to expedite customer orders by ensuring that their mobile robotic fulfilment systems are maintained in full working order.

## For more information:



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