

Quocirca Names Ricoh Global Market Leader in Managed Print Services for Third Consecutive Year

Company grows managed print services footprint by double digits as revealed by global report

Tokyo, July 1, 2014 – Ricoh today announced that it has secured a market leadership position for the third consecutive year in Managed Print Services (MPS), according to a new report from analyst firm [Quocirca](#) entitled “*Managed Print Services (MPS) Landscape, 2014*”.¹ Ricoh saw double digit business growth in 2013, helping businesses improve their performance by digitizing information, streamlining workflows and more quickly delivering information to the right people at the right time.

Ricoh’s MPS offerings are delivered to customers as part of its Ricoh Managed Document Services™ (RicoMDS) portfolio. Ricoh’s 30,000 service professionals around the world help businesses in sectors such as financial services and healthcare better manage 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, increasing revenue and enhancing employee productivity.

“In 2013, we once again saw Ricoh continue to extend its MPS engagements to help its customers streamline business-critical operations,” said Louella Fernandes, Associate Director of Print Services and Solutions, Quocirca Ltd. “Quocirca rated Ricoh ‘Very Strong’, the highest ranking in this report, due to its mature and broad MPS portfolio, centered around the transformation of business processes. Our findings show consistently impressive growth for Ricoh.”

Quocirca, headquartered in the UK, describes Ricoh as an organization with “diverse strengths and wide global presence and has prioritized their efforts and investments to win in this highly competitive marketplace.” The report goes on to state that “with capabilities in enterprise printing, business process automation and expanding IT services capabilities, Ricoh now has many strings to its bow.”

Ricoh has made services acquisitions in the last twelve months including [mindSHIFT Technologies Inc.](#), a leading provider of managed IT, cloud, data center and professional services, and Aventia, a technological consulting services organization. It has also made a strategic investment in [Avanti Computer Systems Limited™](#), a leading provider of print management information systems.

Ricoh is uniquely qualified to help customers execute a comprehensive strategy for document process improvement, by working with them to understand how they access, use and store information, and by adapting and optimizing those processes to make them more efficient and

effective. Its adaptive customer-focused approach creates a journey of continuous improvement, and helps customers achieve measurable and sustainable business outcomes.

“We are very honored that Quocirca has again recognized our worldwide success in delivering the right information, in the right form, at the right time for our customers to help drive innovation, improve customer service levels and increase their competitive advantage,” said Yoshi Sasaki, General Manager, Business Services Center, Business Solutions Group, Ricoh Company, Ltd. “In today’s new world of work, it is more critical than ever to create an incredibly efficient information infrastructure that allows employees to work and collaborate like never before.”

Ricoh was also once again positioned in the ‘Leaders’ quadrant in Gartner’s annual “Magic Quadrant for Managed Print Services Worldwide”² 2013 report. In addition, Gartner [ranked](#) Ricoh in the top three in its global 2013 “Competitive Landscape: Managed Print Services, Worldwide” for its estimated worldwide direct MPS revenue.³ IDC also [named](#) Ricoh a Leader in Worldwide Managed Print Services in the “IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis”.⁴

For more information on Ricoh’s MDS strategy, delivery framework or services portfolio, visit www.ricoh.com/mds/.

| 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 2014, Ricoh Group had worldwide sales of 2,236 billion yen (approx. 21.7 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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- 1 QUOCIRCA, Managed Print Services (MPS) Landscape, 2014, Louella Fernandes, Clive Longbottom, June 30, 2014
- 2 Gartner, Inc., “Magic Quadrant for Managed Print Services, Worldwide”, Ken Weilerstein, Sharon McNee, Elizabeth Kim, October 21, 2013
- 3 Gartner Inc., “Competitive Landscape: Managed Print Services, Worldwide, 2013” Elizabeth Kim, Ken Weilerstein, October 21 2013
- 4 “IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis,” Doc # 242217 July 2013.