



## Ensure your automation technologies are always on and always available

When it comes to technology, are you:

- Managing multiple OEMs and tech providers when handling proactive maintenance and reactive break/fix issues?
- Overwhelming your internal teams when implementing or testing new technology?
- Challenged by training employees on how to use new tech and ensuring they continue using it correctly?
- Trying to keep your existing technology properly maintained and updated?

If so, now's the time to consider working with a powerful, global, tech-agnostic partner that can help you exceed expectations and set yourself apart from the competition.

51% of businesses lose \$100K to \$500K in revenue per hour due to equipment downtime.<sup>1</sup>

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# Get the support you need from a service partner you can trust

## Take the pressure off existing resources

Imagine you just signed your biggest production order and it's time to ramp up. Don't let downtime derail your opportunity to grow. Avoid overextending resources, and team up with RICOH Service Advantage. From deployments and dispatch services to service desk support and consultation, our highly trained and versatile tech teams provide all the necessary hardware maintenance and services you need.

## Focus on innovation instead of support for your automation technologies

As consumer demand grows, ensuring that your automation technologies function properly is more important than ever. Let us lend a hand so you can focus on increasing revenue and delivering stellar innovation and experiences.

## Quickly scale your technology

Whether preparing to shift facilities as part of a new reshoring effort or looking to leverage new tech on the production floor, in your warehouse, fulfillment centers, and more, we've got you covered. Count on us to assist with proactive maintenance and reactive break/fix support, product updates, reporting, analytics, and more. Quickly upgrade and update your tech, tools, and equipment as you grow.

### We service and support:

- Robots/cobots
- Asset management lockers and dispensing systems
- Drones
- Autonomously guided vehicles
- Robotic arms
- 3D printers
- And more!

## Partner with Ricoh

Partnering with us means you have one point of contact to help you manage it all. Your customers put their trust in you — trust us to deliver the top-notch, customer-centric service you deserve.



34,990+ patents registered worldwide



81,000+ global employees  
14,500+ in North America



Technology, global reach, and environmental management

## Visit our [website](#) to learn more.

<sup>1</sup> The MPI Group for Ricoh. Ricoh Lifecycle Services & Equipment Management Study, conducted by The MPI Group, an independent research firm, of 131 companies. 2023.

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