
IDC MarketScape Names Ricoh a Leader in Managed Print and Document Services for Fourth Time

Highly satisfied customers are key to leadership positioning and exceptional growth

TOKYO – September 16, 2014 – Ricoh has again earned a leadership position in worldwide Managed Print and Document Services, according to the new “IDC MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment — Focus on Managed Workflow Services”¹. Key factors that contributed to Ricoh’s positioning include our extensive product portfolio, highly skilled professionals, and industry-specific solutions. In addition, the report highlights Ricoh’s unique combination of proprietary and third-party analysis tools that enable sophisticated workflow assessment.

In a report that has a slightly different focus than prior years, the 2014 IDC MarketScape goes beyond Managed Document Services to feature a comprehensive assessment of business process analysis including the modeling, mapping, design and re-engineering of document-intensive business processes.

“At Ricoh, projects are managed in a collaborative environment which enables cross-functional skill sets to be assembled based on customer needs”, said Holly Muscolino, Research Vice President, Document Solutions. “Based on this, and their growing team of industry- and technology- specific workflow specialists, Ricoh is well-positioned to help enterprises improve their business processes.”

According to the report, “Managed print and document services (which Ricoh labels Managed Document Services or MDS) remain at the forefront of Ricoh’s strategy, but the company is pushing the boundaries of MDS to include a variety of services that reach deeper into the enterprise and provide a platform for improved process efficiency and lower cost of operations.”

“Our leadership position in the IDC report is entirely attributable to our customers,” said Yoshi Sasaki, General Manager, Business Services Center, Business Solutions Group, Ricoh Company, Ltd. “The high marks we received from our customers and partners are a gratifying endorsement of our approach – helping our customers eliminate pain points and thrive in this new world of work.”

In addition to this newest IDC report, Ricoh was also [named](#) a leader in Worldwide Managed Print Services in the “IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis”.² Ricoh was also named a global market leader in MPS for the third consecutive year in a report from Quocirca entitled “Managed Print Services (MPS) Landscape, 2014.”³ Gartner has also positioned Ricoh in the Leaders Quadrant in their annual “Magic Quadrant for Managed Print Services Worldwide”⁴ 2013 report. In addition, Gartner [ranked](#) Ricoh

¹ “IDC MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment — Focus on Managed Workflow Services.” Doc # 250631, September 2014.

² “IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis,” Doc # 242217 July 2013.

³ QUOCIRCA, Managed Print Services (MPS) Landscape, 2014, Louella Fernandes, Clive Longbottom, June 30, 2014

⁴ Gartner, Inc., “Magic Quadrant for Managed Print Services, Worldwide”, Ken Weilerstein, Sharon McNee, Elizabeth Kim, October 21, 2013

in the top three in its global 2013 "Competitive Landscape: Managed Print Services, Worldwide" for its estimated worldwide direct MPS revenue.⁵

For more information on Ricoh's services portfolio, visit <http://services.ricoh.com/>.

About IDC MarketScape

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of 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 vendors can be meaningfully compared. The framework also provides buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.

| 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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⁵ Gartner, Inc., "Competitive Landscape: Managed Print Services, Worldwide, 2013" Elizabeth Kim, Ken Weilerstein, October 21 2013