



**Ricoh Printing Systems America, Inc.**



# **STRATEGIC SERVICES**



**RICOH®**



## CURRENT PRODUCT SUPPORT

Ricoh Printing Systems America, Inc. (RPSA) has the capacity, capability and experience to support a wide mix of customers from small end users to major Fortune 100 companies. Our customers range from local self-servicing equipment dealers to national distributors, Value-Added Resellers (VARs) and system OEMs with a large variety of digital-printing applications, mission-critical environments and printer maintenance needs. RPSA's experience includes all types of hard copy output encompassing impact, laser, ink jet, solid ink, ATB and thermal printing technologies.

At RPSA we grow our business by being dedicated specialists in the products we make and sell. Providing technical support and field service to digital on-demand and IT printer environments is our focus and our strength.

## PROFESSIONAL SERVICES

RPSA Professional Services Group provides customized design, installation and implementation of digital printing applications and document processing automation services including:

**Data Stream Conversion:** Conversion of proprietary legacy data streams such as IPDS, XES, Metacode, DJDE, IGP and others to industry standard formats like PCL and PDF helps protect your hardware investment. This conversion also allows you to replace obsolete and costly printers with more efficient and cost effective RPSA printers.

**Intelligent Forms:** Our Intelligent form solution can perform logical operations at the printer with no host software intervention. With the ease of a Windows® designed interface, you can enable the design of complex forms to easily transition from pre-printed forms to intelligent forms printing.

**Print On Demand:** Advanced digital hardware and software solutions take you directly from document creation to final output. Suites of solutions help customers reduce cost and work more effectively. Distributed printing enables the customer to deliver quicker turnaround and less waste. The RPSA Professional Services portfolio of POD solutions fulfills the needs of our customers.

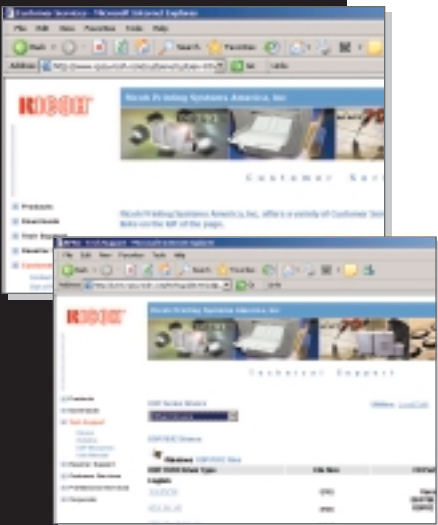
**Complex Printing Solutions:** Standard RPSA products in our portfolio fill most of our customers' needs. When a custom solution is needed the Professional Services Group will work with our development staff to provide the appropriate solution.

## SERVICE PARTS

RPSA distributes original product service parts on both a provisional stocking and overnight delivery basis. Our parts operations utilize state of the art capability with availability-to-promise date order entry, automated carousel inventory system, and bar code tracking systems.

## CUSTOMER

- ▶ **PROFESSIONAL SERVICES**  
Dedicated to printing application implementation of customized forms, data stream conversion, a
- ▶ **SERVICE PARTS**
- ▶ **PRODUCT INSTALLATION AND TIME &**
- ▶ **FLEET MANAGEMENT FOR DIRECT PR**  
Delivered by dedicated on-site se specific needs of large-volume ar customers.
- ▶ **ON-SITE CONTRACT MAINTENANCE A**  
Provided throughout the United dispatch.
- ▶ **PRODUCT EDUCATION & MAINTENAN**
- ▶ **TELEPHONE & EMAIL TECHNICAL SUP**  
Provided to our product resellers
- ▶ **REPAIR & REFURBISHMENT SERVICE**



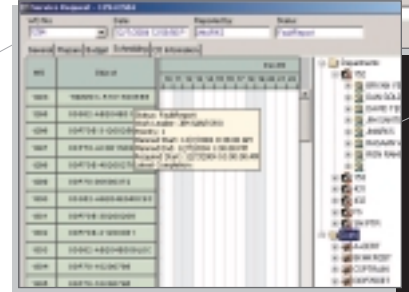
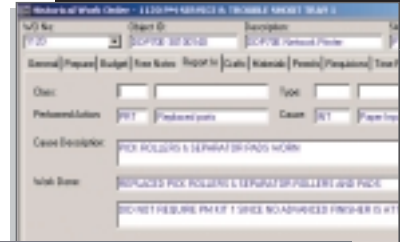
Efficient systems processing has enabled RPSA to obtain an audited distribution center inventory accuracy exceeding 99% since 1994 (and 100% since 1997) so our customers can be completely secure when we say we have the part available in stock, we can ship it that day.

## ON SITE CONTRACT MAINTENANCE AND PRODUCT REPAIR SERVICES

RPSA Services provides a variety of on-site printer service programs in support of its products. Our 7x24 Call Management Center provides diagnosis, dispatch, call monitoring and problem resolution. Customers can submit service requests by calling the Center through our toll-free telephone number or by submitting them via the easy to complete form on the customer services page at our web site at [www.rpsa.ricoh.com](http://www.rpsa.ricoh.com). The Call Center utilizes the latest systems technologies to ensure prompt dispatch and quick and accurate repairs to reported product problems. Contract service level agreements include our standard 5-day 4-hour response service, extended 7-day by 24-hour/4-hour response service for mission-critical and high volume sites, and economical next business day response service coverages. Customized on-site service coverage is also available on an individual quotation basis.

Our contract maintenance service provides 100% emergency repair and preventive maintenance parts and labor with preventive maintenance service provided for all current products on a predetermined page volume basis. Supply and replacement of printer consumables can be included in the service level agreement on an optional basis.

Time & Materials repair service for individual product repairs is also available on an hourly rate basis including travel time plus the cost of parts. Product installation service in most cases is performed on a flat rate basis depending on product model.



## SERVICES

analysis and the design and  
nting solutions including electronic  
nd document processing automation.

### MATERIAL REPAIR SERVICES

#### DUCT SUPPORT

ervice technicians, tailored to the  
d mission-critical environment

### ND PRODUCT REPAIR SERVICES

tates and Canada with 7x24 hour

### E TRAINING

#### PORT

and on site service technicians.

## PRODUCT EDUCATION AND TRAINING

Our instructors offer standardized product sales and maintenance training courses both through routinely scheduled classes offered in our Simi Valley, CA headquarters at a fixed rate or at a customer location on a prescheduled individual quotation basis. We provide both individual training and train-the-trainer programs to our product dealers and distributors. Course materials include user and maintenance manuals, computer-based training exercises on CD, product maintenance certification tests, and related documentation. Class time is spent devoted to hands-on product use, diagnosis and repair on the actual products in a fully equipped computer network equipped laboratory classroom.





## RPSA CONTACT INFORMATION

### *Professional Services*

Email: ProfSvcSolutions@rpsa.rioh.com  
Tel: 978.922.1399  
Fax: 978.922.1426

### *Service Parts Orders, Pricing & Information*

Email: printerteam@rpsa.rioh.com  
Tel: 888.372.6659  
Fax: 805.578.4006

### *On-Site Contract maintenance, Product Installation and Repair Programs and Quotation*

Email: Contracts@rpsa.rioh.com  
Tel: 805.578.4440  
Fax: 805.578.4003

### *On-Site Printer Repair Service Requests*

[www.rpsa.rioh.com/custserv/onsite\\_request.html](http://www.rpsa.rioh.com/custserv/onsite_request.html)  
Tel: 1.800.887.8848

### *Product Education & Maintenance Training*

Email: edcenter@rpsa.rioh.com  
Tel: 805.578.4427  
Fax: 805.578.4002

### *Product Reseller Technical Support*

[www.rpsa.rioh.com/custserv/onsite\\_request.html](http://www.rpsa.rioh.com/custserv/onsite_request.html)  
Email: techs@rpsa.rioh.com  
Tel: 877.282.3727  
Fax: 805.578.4002

## TELEPHONE & EMAIL TECHNICAL SUPPORT

Our Technical Support staff provides telephone assistance offering level 2 and 3 technical information, remote problem diagnosis and trouble-shooting for printer hardware, network printing issues, and various printing applications to our self-servicing product dealers and national field service partners in support of our current products. All calls and issues are logged and tracked to final resolution through our call management system. Our voice menu system is easy to access and calls are usually answered within 30 seconds by a live voice. RPSA also offers a web based, automatic email notification to field service engineers, to escalate or report in-field issues directly to our printer technical support staff. Our product support specialists have an average of over 15 years of experience in printer maintenance and computer network support.

## REPAIR & REFURBISHMENT SERVICES

RPSA operates a 40,000 sq-ft repair depot in Milford, New Hampshire. The capabilities range from basic repair to full remanufacture for most printer models. Subassembly repair services are available for circuit cards, developers, scanners, paper handling units, fusers, motors, print heads, and other similar items. Whole unit repair or refurbishment is a specialty. Repair turnaround time is usually 3-10 days after receipt of defective product, but expedited processing is available.

Other offerings include advance exchange repair of subassemblies or whole units, and the sale of refurbished parts and whole units. Customized programs to meet the service needs of ongoing relationships are available.

## RICOH PRINTING SYSTEMS AMERICA, INC. - A HISTORY OF STRENGTH IN SERVICE

As the company evolved from Dataproducts to Hitachi to Ricoh Printing Systems America we have grown our expertise in printer products and services. With a focus on digital printers since the 1970's, we added other forms of impact and non-impact printer technologies, such as dot matrix, shuttle-matrix, solid-ink and laser printing applications in the 1980's. Over time we have supplied virtually every major OEM in the computer industry including IBM, Digital Equipment Corporation, Control Data Corporation, Unisys, Bull, Olivetti and Apple. With this rich legacy, we have the experience, technical knowledge and resources to meet your service needs.



Ricoh Printing Systems America, Inc.  
2635-A Park Center Drive  
Simi Valley, CA 93065-6209  
Phone: 888.252.4193  
Website: [www.rpsa.rioh.com](http://www.rpsa.rioh.com)

© 2005 Ricoh Printing Systems America, Inc. All rights reserved.

Ricoh and the Ricoh logo mark are registered trademarks of Ricoh Co., Ltd. All other trademarks are property of their respective owners. This document, prices and specifications are subject to change without notice.