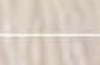


Service Advantage

Quick Guide

AJU	1,822 (-35)	WVE	6,350 (-200)
MBC	3,605 (+210)	LJH	9,542 (-128)
YBV	3,204 (-33)	QMN	5,211 (+156)
MBB	3,320 (-120)	WFF	712 (+12)
		HJM	134 (+5)
		PLD	6,350 (-200)
		POH	7,654 (+140)
		ITL	7,150 (-100)
		QZ	1,900 (-100)
		WFF	712 (+12)
		HJM	134 (+5)
		PLD	6,350 (-200)
		POH	7,654 (+140)
		ITL	7,150 (-100)
		QZ	1,900 (-100)

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Agenda

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- ✓ Ricoh Global Overview
- ✓ Service Advantage Overview
- ✓ Services and Solutions
- ✓ Resources
- ✓ Markets
- ✓ Partners
- ✓ Customer Experience and Satisfaction
- ✓ Contacts and External Links
- ✓ Smart lockers / Service Solutions for Robotics

AIU	1,822 (-35)	1,857 (+35)	1,970 (+113)	1,935 (-35)
MBC	3,605 (+210)	9,542 (+128)	2,609 (-35)	7,652 (+493)
TDV	3,204 (-33)	5,211 (+190)	7,100 (+40)	9,150 (+195)
MBB	3,320 (-120)	712 (+12)	134 (+5)	2,482 (-119)

The Ricoh Way – our corporate philosophy



The Ricoh Way

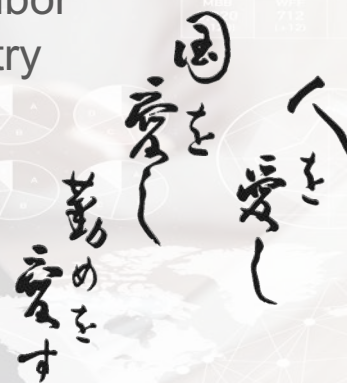
Our corporate philosophy

Our mission, vision and values.
The foundation of how we operate at Ricoh.

Founding Principles | The Spirit of Three Loves

Love your neighbor
Love your country
Love your work

Kiyoshi Ichimura,
Founder



Mission

We are committed to providing excellence to improve the quality of living and to drive sustainability

Vision

To be the most trusted global company

Values

Our values reflect our focus in a changing business environment and provide a clear direction for the future, aligning our strengths with our customer needs



Customer Centric

Act from the customers perspective



Passion

Approach everything positively and purposefully



Gemba

Learn and improve from the facts



Innovation

Break with the status quo to create value without limits



Teamwork

Respect all stakeholders and co-create value



Winning Spirit

Succeed by embracing challenges through courage and agility



Ethics and Integrity

Act with honest and accountability

Why Ricoh?

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CONFIDENCE

The Ricoh Way

- 80 years of breakthrough technologies, products & solutions
- Helping business grow through our drive for innovation, creativity & ingenuity

CORE VALUES

We stand by our word

- Winning Spirit
- Innovation
- Teamwork
- Customer Centric
- Ethics and Integrity

GLOBAL KNOWLEDGE

Get the competitive edge

- Distribution
- Installation
- Maintenance
- Infrastructure Support

OPERATIONAL CAPABILITIES

Strength that spans the globe

- Global sales and support covering 195 countries and territories
- Approx 105,000 employees worldwide
- 6 R&D facilities around the world

CUSTOMER ALIGNMENT

A foundation of trust and growth

- We ensure each partnership is a strategic fit for best customer alignment and outcomes
- Creating mutual partnerships for mutual growth
- Service Advantage portfolio of strategic companies with the best technologies

Worldwide locations

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Ricoh USA, Inc. Americas Headquarters
Malven, USA. 5,380 Field Engineers

Ricoh
Innovations
USA



Ricoh Europe PLC European
Headquarters London, UK. 4,500
Field Engineers

Ricoh Innovations
Private Limited
India



Ricoh Global HQ and
Ricoch Japan Tokyo, Japan
3,880 Field Engineers

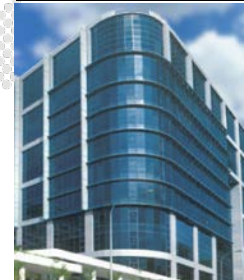
Ricoh Technology
Center Japan

Research &
Development
Center Japan

Ricoh Software Research
Center (Beijing) Co, Ltd.

Ricoh Imaging
Technology
(Shanghai) Co, Ltd.

Ricoh Asia Pacific
Headquarters
Singapore. 1,840
Field Engineers



ISO 14001:2004
Cert no: EMS 61761
Environmental
Management System



BS OHSAS 18001:2007
Cert no: OHS 556746
Occupational Health
& Safety Management System



ISO 27001:2005
Cert no: IS 85241
Information & Data Security
Management System



ISO 9001:2008
Cert no: FS 33325
Quality Management System

Four key regional headquarters with
105,000+ employees worldwide

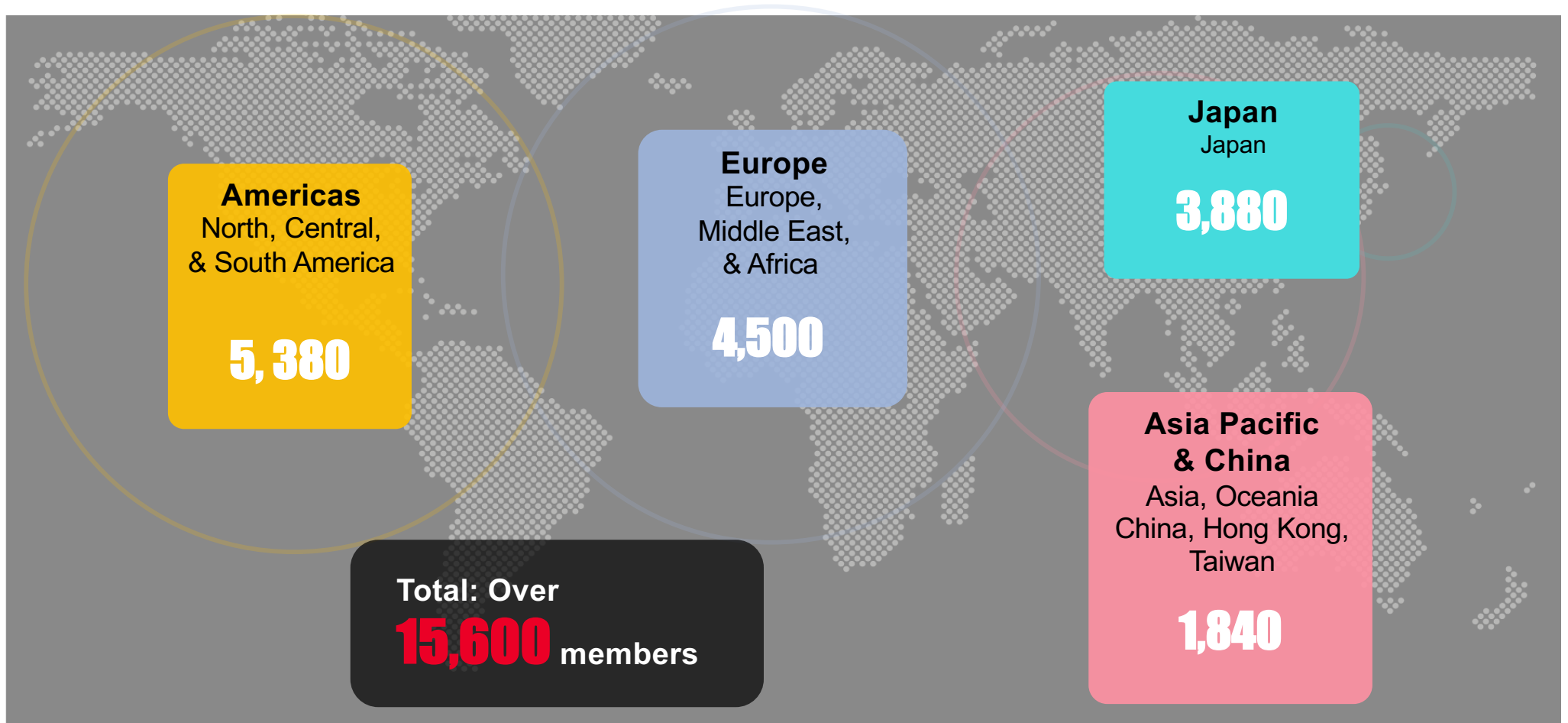
About **200** countries and territories

Six R&D facilities globally

Worldwide sales of **\$18.7 billion**



Ricoh Field Engineers by Region



Ricoh Europe PLC

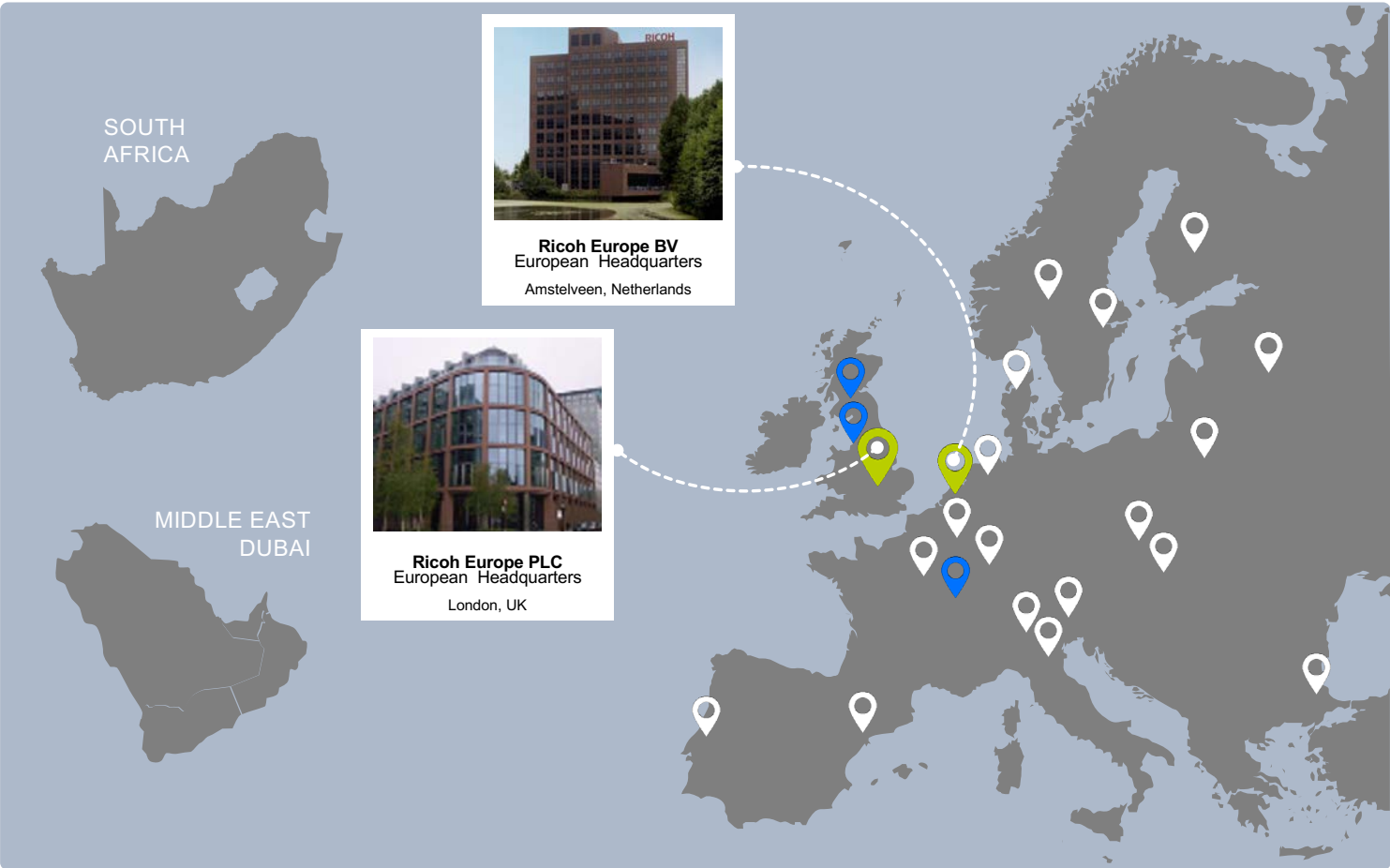


Headquarters in
**London and
Amstelveen**

25 operating
companies across
EMEA (sales
subsidiaries)

-  Regional headquarters
-  Operating companies
-  Production & research & development

Revenues to
31 March 2019:
JPY 458.8 billion



What is Ricoh Service Advantage?

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Ricoh Service Advantage is a set of innovative technology services, designed to improve the availability of your assets, the productivity of your employees and to support your local and global growth.

FOOTPRINT

Utilising Ricoh Service expertise, footprint and resources, scalable over 23 countries in Europe and Globally

SKILLS

Covering a wide customer vertical segmentation with an enviable technology skills set

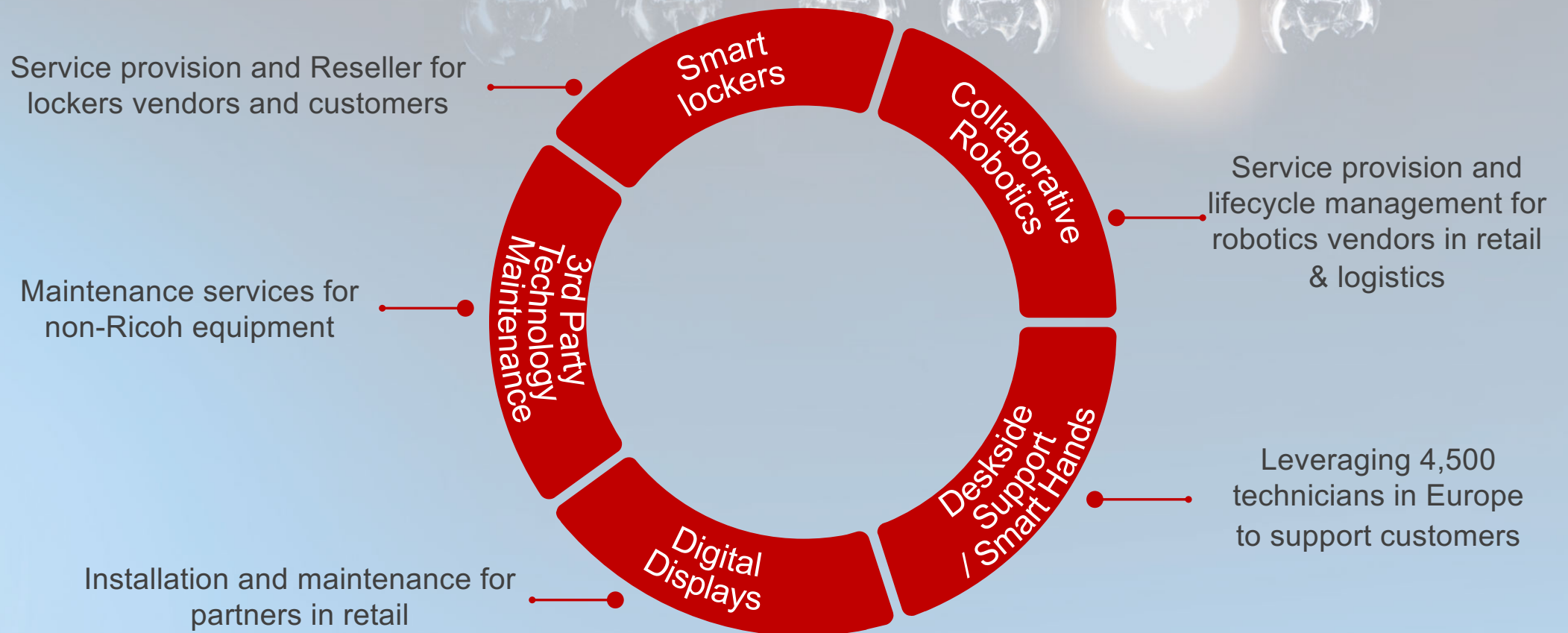
PARTNERS

Partnering with companies looking to provide Technology Services in Europe or Globally

SERVICES

Offering a complete Managed Technology Service or Services tailored to client or partner requirements

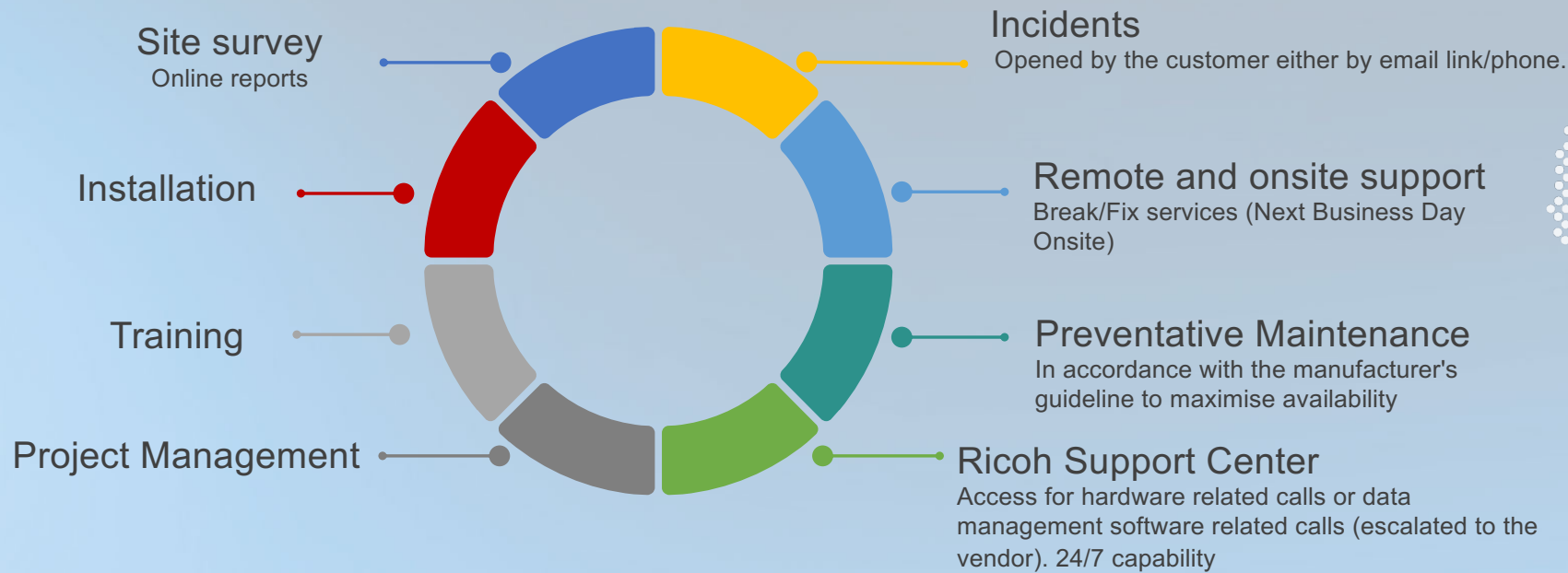
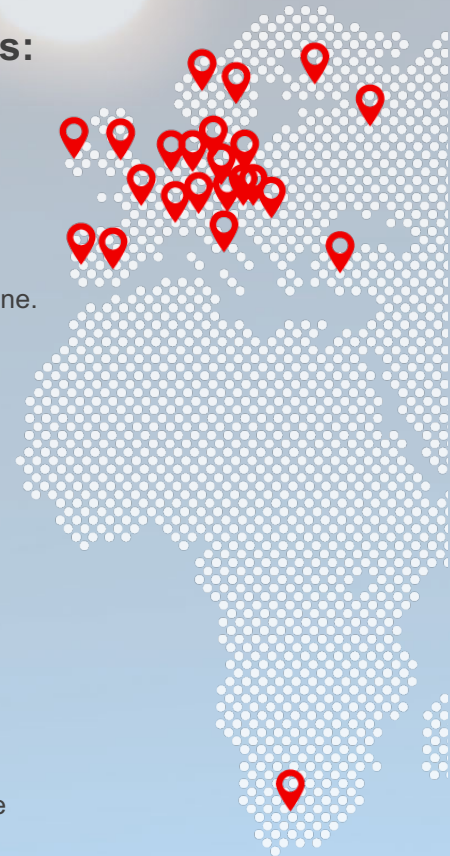
What is Ricoh Service Advantage?



End to End Managed Services

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Ricoh Europe provides the following services for Smart Lockers in 25 countries:



Service network spanning Europe, the Middle East and Africa

Attentive support from 4,500 certified service technicians

Expertise in emerging markets and new technologies, including robotics

Highly effective supply chain and parts management (SCPM)

Scalable support services, tailored to meet our customers' needs

Key Markets: technology that crosses markets

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Asset Management



Retail



Packaging



Corporate

Partners

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Service support for global company delivering “on demand” packaging solutions.

European wide service advantage contract initially in Germany, expansion to all Europe in 2019/2020.

Ricoh and Packsize collaboration on technology integration. Adding Ricoh IJ technology.



Experts in Smart Automated Dispensing technologies:
Retail Click & Collect / Returns
Food Service
Asset Management
Forward Stocking of IT
Industrial Dispensing

Over 15,000 organisations using Apex solutions with 150,000+ machines deployed worldwide.



Excellence in Paper Processing

Pre and post processing devices.

Connected to Continuous form printers and complex mailroom solutions.

Provide out of hours support and improved up-time for customer.



Australian publicly listed technology company with offices in Sydney, Brisbane, Singapore, San Francisco and Chicago.

World leader in intelligent locking and fastening technology.

In-house development team – Industrial Design, Mechanical Engineering, Electronics and Software Development.



Customer Experience and satisfaction

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Reference: 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.

Major Retailer
(Confidential)



Customer Experience and satisfaction

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Reference: InPost Italia chooses Ricoh to manage its network of lockers

Strengthened by the expertise it had gained, a few years ago, InPost decided to expand into other countries. Italy is one of the priority areas for this company, thanks to its partnership with Poste Italiane and the Punto Poste network that can rely on 350 lockers installed throughout the country.

InPost's aim is to reach a target of 600 lockers by 2021 through its network, therefore increasing the capillarity of services especially in the main cities.



Customer Experience and satisfaction

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Reference: Our Customers Say it Best

DSV, a Danish logistics company operating in South Africa, under pressure to deliver consistency and differentiation as commoditization of services continues to drive cost reduction. Postal and logistics services: Outdoor Smart lockers for drop off and collection of parcels in competition with South African postal services.

100x Retrofit of existing Smart locker estate
400x New outdoor Smart lockers

DSV

What makes us so special?

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AIU	1,822 (-35)	1,857 (+20)	1,970 (+62)	1,925 (-23)
MBC	3,605 (+210)	9,542 (+128)	2,609 (-35)	7,652 (+140)
TDV	3,204 (-33)	5,211 (+150)	7,100 (+40)	7,150 (+10)
MBB	3,320 (+10)	712 (+12)	134 (-1)	2,474 (+10)



Capability

We already service more than 640,000 customer locations across EMEA



Collaboration

We will align and develop our services to meet your business needs



Compliance

Our EMEA-wide service network is compliant with local regulations

Complementary

Our services complement yours. We do not manufacture or sell robots



You innovate, we execute

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AU	1,822 (-35)	1,857 (-20)	1,970 (-28)	1,925 (-18)
MBC	3,605 (-210)	9,542 (-128)	2,609 (-35)	7,652 (-14)
TDV	3,204 (-31)	5,211 (-150)	7,100 (-40)	9,150 (-10)
MBB	3,320	712	134	200

Service Advantage



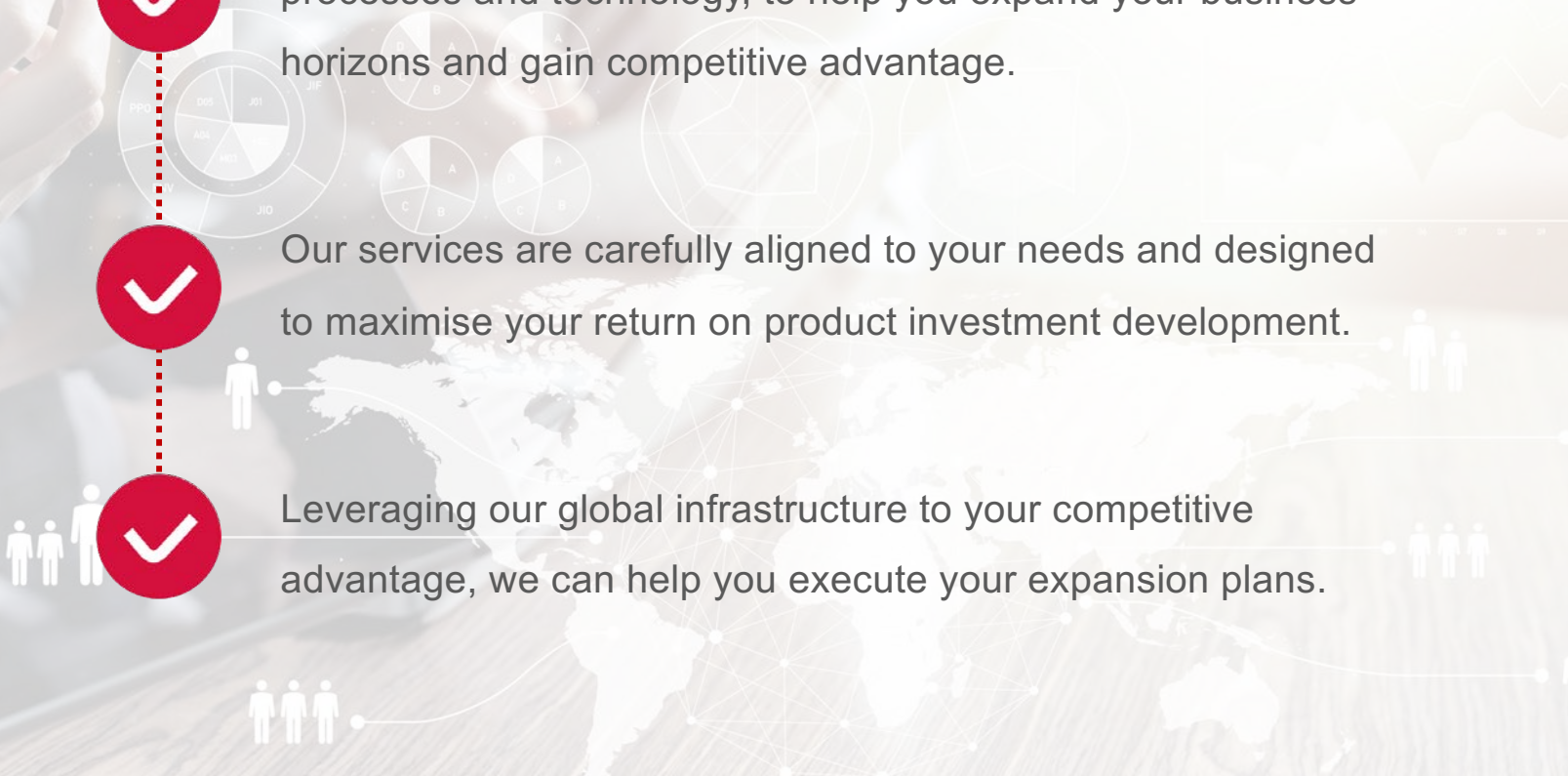
RICOH Service Advantage uses our core strengths: people, processes and technology, to help you expand your business horizons and gain competitive advantage.



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.



Contact us

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Service Advantage

Ricoh Europe PLC
20 Triton Street
London
NW1 3BF



Email: service.advantage@ricoh-europe.com
www.ricoh-europe.com



youtube.com/ricoheurope



linkedin.com/company/ricoh-europe-service-advantage

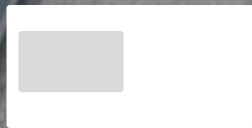


Work Smarter with Ricoh Smart Lockers

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Flexible
Connected
Secure
24 x 7

Workflow
Automation
Reporting
Integration



1

Smart Day Lockers

Flexible storage for a flexible workforce and visitors.

Smart Mail & Parcel Lockers

Optimising your accountable mail fulfillment process and security.

Smart Inventory Lockers

Combining inventory security with smarter distribution.

Smart Asset Management Lockers

For access with accountability to assets for shift workers.

Service Solutions for Robotics

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Rapid growth in emerging technology

Many of the companies developing robotic technology are new start-ups or are entering the EMEA market for the first time.



They do not have the resource or expertise to provide effective field-based service support. Leveraging RICOH Service Advantage, they can establish EMEA-wide support networks quickly and without need for upfront investment

Addressing customer pain points:



Improve Tech support coverage and capacity/capability



Consolidate supply chain



Reduce time to market



Meet complex market regulations

Service Solutions for Robotics

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What are we selling?

Using RICOH Service Advantage, customers can take advantage of any or all of our support services, including:

- project management
- service design
- implementation
- service management
- supply chain management
- parts management
- help desk services
- remote support
- field engineering
- reporting and billing.

**Ricoh Service Advantage:
for robotic
manufacture**

AMU	1,822	1,822	1,822
(-35)			
MBG	3,685	7,542	2,609
(+219)	(+128)	(+25)	
UM	3,204	5,211	7,106
(-35)	(+190)	(+35)	
MBB	3,320	712	134
(+120)	(+12)	(+5)	

Leverage service expertise

Electro-mechanical service specialists
Service design and implementation
Managed end-to-end services

Accelerate market entry

Leverage Ricoh's service infrastructure
Instant-on service solutions
Offer customers best-in-class support

Reduce investment costs

No upfront investment required
End-to-end service or selective modules
Volume based pricing

Rapidly expand reach

Uniform EMEA-wide service support
4,500 certified service technicians
Fully compliant with local regulations

Easy cultural fit

Leading technology services provider
More than 80 years' experience
Complementary (non-competitive) services

Service Solutions for Robotics

Who are we selling to?

RICOH Service Advantage Service is designed for manufacturers and resellers of robotic technology.

The robotics industry is constantly evolving with breakthrough discoveries, mergers and acquisitions changing the landscape.

Many robotics companies are new start-ups and do not have the resource or expertise to provide effective field-based service support.

Offering RICOH Service Advantage Service as a complementary service, we can help them address gaps in their service capacity, capability and coverage.

Robotics: technology that crosses markets



Manufacturing

- Automotive
- Electronics
- Additive manufacturing



Logistics

- Pick-and-pack
- Last-mile delivery
- Smart lockers



Retail

- Aerial drones
- Autonomous mobile robots (AMR)
- Public safety



Healthcare

- Collaborative robots
- Delivery bots
- Smart lockers



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