

# Ricoh Swaziland

## Company Profile

Just as the subtle power of water can transform a landscape,  
Ricoh transforms business processes to maximise productivity and  
efficiency, with tangible results



**RICOH**

Office Solutions

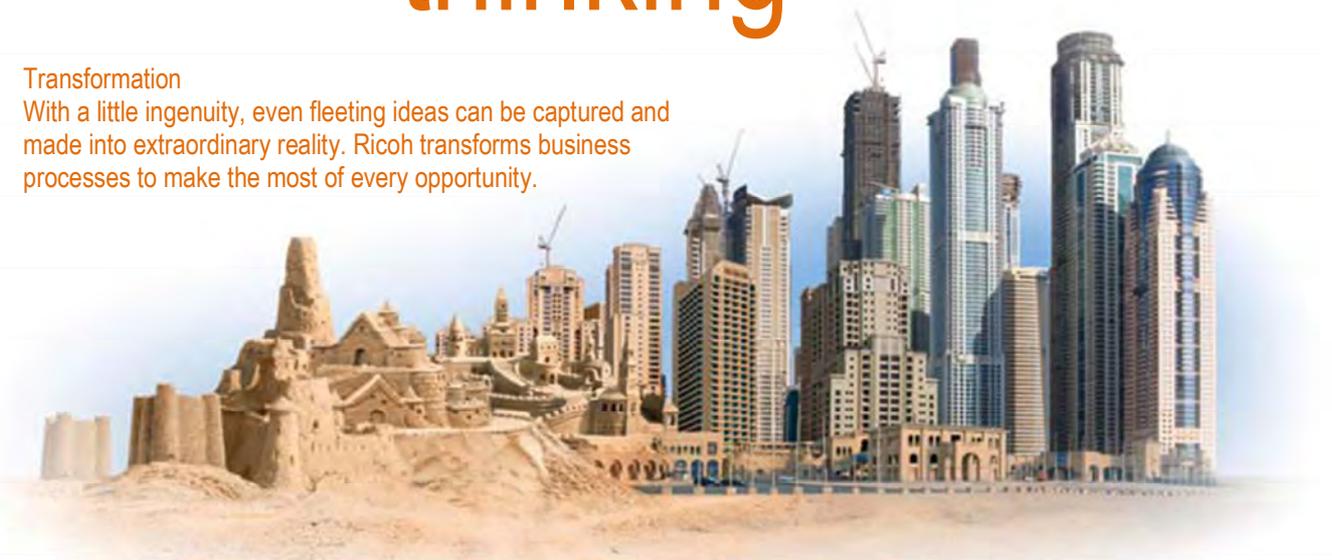
Production Printing

Managed Document Services

# Transforming thinking

## Transformation

With a little ingenuity, even fleeting ideas can be captured and made into extraordinary reality. Ricoh transforms business processes to make the most of every opportunity.



The world is changing, and so is the way we work together and interact with information in the workplace. This is why organisations are partnering with Ricoh to transform their business processes. You too can benefit from our expertise, history of innovation, and strong sustainability credentials. At Ricoh we are here to help your business.

## Our Commitment

### Our global mission

At the Ricoh Group, we are committed to providing excellence to improve the quality of living.

### Our global vision

To be the most trusted brand with irresistible appeal in the global market.

### Our global values

To be one global company, we must care about our people, our profession, our society and our planet. We must dedicate our winning spirit, innovation and teamwork to sharpen our customer-centric focus, and we must also commit to the highest standards of ethics and integrity.



# Our Brand

## Combined focus helps us all succeed

It's the way we communicate our brand and encapsulates everything we stand for as a business. Through our shared expertise and track record in innovation since we started in 1936, we are able to add real business value and identify new opportunities for our customers. This in turn helps our customers achieve their goals.

We understand that everything in life is connected. It is through our ability to make and understand these connections, and share this knowledge, that we move ideas forward. The inspiration for this can come from anywhere and it is something we are really passionate about.



# Our Customers

## Shape tomorrow's business with what you know today.

Do you need to share information in new ways by using new technologies?

Do you need to adapt work practices to suit an increasingly mobile workforce?

Do you need to introduce processes that make it easier to manage changing demographics and to respond to an unpredictable world economy?

If you answered 'yes' to any of these questions, Ricoh has the solution to help your business to achieve its goals.

How do we do this?

We enable you to stay ahead of the competition by transforming business processes.

We provide end-to-end improvement of document and information processes from discovery to design, delivery and support.

Combined focus helps us all succeed  
We work as one with our customers to maximise productivity and efficiency. With the right team in place to lighten the workload, you can drive towards your goals more quickly and efficiently.

# Who **We** are

Our customer-centric approach transforms shared knowledge into solved problems.

## Ricoh

We are a leading global provider of technology and services that help businesses be more productive and profitable. In recent years and through a series of strategic acquisitions, we have positioned ourselves to become a service-oriented company that transforms high transaction business processes for our customers.

No matter where we are in the world, or what industry our customers are in, we have the global reach to support them in achieving their business goals. The facts speak for themselves, as organisations large and small benefit from our global and local network.

## Global Reach:

- More than **109,000** employees
- **235** consolidated companies with operations in approximately 180 countries
- 18,000 service engineers
- Ability to directly service 95% of all Fortune Global 500 businesses
- Worldwide sales of more than **¥1,942 billion** in the fiscal year ending 31 March 2011
- Ricoh Global Services team offering one single point of contact to our customers around the world
- Carbon footprint reduced by **45,000** tonnes since 2007

## Ricoh Swaziland



The Ricoh Group embarked on a global rebranding process in 2006, standardizing the Ricoh brand in its subsidiary operations around the world. In July 2009 Gestetner underwent the name change to Ricoh.

Today, Ricoh is a leading global provider of technology and services that help businesses be more productive and profitable.

Ricoh Swaziland has sales consultants and service engineers who offer service and support throughout the Kingdom of Swaziland.

- **ISO 27001** accreditation across all global sites, the Information Security Management System standard for information security
- **ISO 14001** accreditation ensures continuous improvement in all areas of resource conservation and environmental protection
- Named one of the world's most ethical companies for three consecutive years, and one of the world's most sustainable corporations for seven consecutive years



# Our People

Our people are committed to providing excellent service to customers around the world.

With a winning spirit and dedication to innovation and teamwork, our people are focused on transforming the business transactions of our customers while demonstrating the highest standards of ethics and integrity.

It's because of our people that we've achieved external recognition for our business practices, particularly in the areas of business excellence and sustainability.

It is only through the commitment of all our people that we have been able to achieve the highest standards of ethics and integrity year on year.



# What we do

We specialise in either streamlining, or managing, what we call **High Transaction Information Flow**. Confused by this term? Don't be. Think of processes in a business that occur regularly, repeatedly and are often document heavy. Examples include consolidating a company's entire invoicing function, or helping a hospital administration make optimal use of its patient records.

## How we do it

In streamlining document heavy processes, or managing them on behalf of our customers, we adopt an **End-to-End Approach**. We become a partner to our customers for the entire journey, from initial consultation, to analysis, through to recommendations, training and implementation. And we continue to work with them post-implementation, to ensure continuous improvement and success.

## What makes us different?

We know that our **Change Management** approach really makes a difference. We understand that when a new way of doing things is introduced, end-users – people who are critical to the project's success – can be defensive. To address this, Ricoh's change management professionals are there to help manage change for you every step of the way. We apply this approach through our four core capabilities in:

1. Managed Document Services
2. Production Printing
3. Office Solutions
4. IT Services

## 1. Managed Document Services

Ricoh's Managed Document Services sustainably streamline information workflows and manage document processes, saving businesses time and money by allowing easy access to the right information at the right time.

Our Managed Document Services address the three fundamental parts of the document lifecycle – input (how information comes into a business), throughput (how it moves around a business) and output (processing it in a way that adds business value). Businesses trust us to manage their high volume transactional business documents, freeing their people to focus on the core business.

## 2. Production Printing

Ricoh's dedicated Production Printing team offers the scalable and flexible services, technology and support that both the commercial and corporate printing markets need – enabling them to profit from every new business opportunity.

Ricoh consults to help your digital print business grow. As well as offering a comprehensive, expanding portfolio of hardware and software solutions to production printing professionals, we help our customers build their digital print businesses through consultation.

## End-to-End approach

Success is only reached when the entire organisation is on the same path. Ricoh's end-to-end approach means we are with you every step of the way.

## Innovation at work

For centuries the written word was the primary way humans shared information. From the quill to the ballpoint pen, the technology didn't advance that much. Computerisation changed all that, and fibre optics were the catalyst that now enable us to share vast amounts of information, instantaneously. When it comes to the way businesses work, Ricoh is the catalyst that makes processes more efficient and effective.



### 3. IT Services

Ricoh's IT Services give businesses peace of mind that their IT is being taken care of by a trusted technology leader. Covering all aspects of IT support – for end users, software and hardware – we free our customers to focus on their core business, managing the IT network for them.

From procurement to installation, monitoring and support, Ricoh IT Services allow businesses the freedom and flexibility to entrust specific IT functions to us, without sacrificing strategic control.

Our comprehensive IT Services cover all aspects of end user and Server/Network support.

Our goal is to bring IT costs under control, raise service levels, improve productivity and maximise the value of our customers' IT staff by freeing them from Help Desk and service tasks.)

### 4. Office Solutions

Ricoh's Office Solutions are designed to help businesses manage their document and information workflows, making them more efficient, productive, secure, sustainable and ultimately, profitable.

#### Efficient

Our state-of-the-art hardware and software helps businesses automate and streamline their document management processes to save time and money.

#### Secure

We know how valuable information is to our customers, which is why security considerations are introduced at the earliest stages of design of all our products.

#### Sustainable

Sustainability is another key priority for organisations that is addressed in Ricoh's unique Total Green Office Solutions to help organisations to reduce their environmental impact. This includes sustainable consultancy services; carbon balanced printing, Eco-technologies and certified pre-owned equipment. Find out how your business can be more sustainable by visiting [www.ricoh.co.za/services-solutions/total-green-office-solutions/sustainability-consultancy/](http://www.ricoh.co.za/services-solutions/total-green-office-solutions/sustainability-consultancy/)

# Our Departments

## Machine Sales Department

Our Machine Sales Department consists of several Sales Consultants. They all report directly to our Dealer Principal, Goodwill Vilakati

The Machine Sales Department aims to make our technology integrate seamlessly with businesses, so they can grow.

We look at a company's business processes and provide Document Management Strategies and services, which deliver long term commercial benefits, based upon the clients' key business requirements.

## Technical Department

Ricoh Swaziland's Technical Department aims to consistently deliver on their promises, their dedication to providing quality Parts and Consumables, at competitive prices, with superior service levels defines us as one of the industry leaders.

Our Technical Department's continual improvement strategy has allowed us to develop business processes with the aim of exceeding our customers' expectations and streamlining business for a better overall experience.

Our technicians are focused on maintaining total customer satisfaction.

They are all experts in their field.

When a Service Call comes in, it is reported to our Service Controller; she logs a call and sends out a technician.

## Full Service Maintenance Agreement

Ricoh Swaziland undertakes to maintain all contracted equipment in good working order and that the quality and the reliability of the equipment shall be maintained throughout the duration of the agreement period.

Preventative maintenance calls are undertaken periodically to ensure consistent uptime.

**Our Maintenance Agreement is fully inclusive of the following:**

- Free installation
- Software installation (1-5 users free)
- All maintenance parts and drum
- Labour and Travelling Time
- Inspections and Adjustments
- Service calls and Preventive maintenance

The full Maintenance Agreement is all encompassing with no hidden cost.

# Being a responsible corporate Citizen

Corporate Social Responsibility is ingrained in our corporate values and integrated into the very heart of how we do business.

The aim to innovate on behalf of our customers and to pursue sustainable business practices on behalf of every life we touch is a sentiment that echoes throughout our business today.

For seven consecutive years, Ricoh has been named one of the Global 100 Most Sustainable Corporations in the World – strong public recognition of our commitment to sustainability. In addition to external recognition, we set tough targets for ourselves. We achieved our aggressive target to reduce our CO2 emissions by 20% by the end of 2010 and we are on track to achieve our long-term vision to reduce environmental impact by 87.5% by 2050. Through our Total Green Office Solutions, we are helping our customers achieve their targets too.



## Corporate social investment

Ricoh's corporate social investment programme aims at empowering people from the Kingdom of Swaziland who are disadvantaged, whether physically, financially or socially. We invest in these people in order to be part of the movement that is building up the Kingdom of Swaziland.



# How to find out more

## About Ricoh

Ricoh is a Fortune Global 500 company specialising in technology and services that transform high volume, document intensive business processes into more efficient ones.

This is achieved through Ricoh's expertise in Managed Document Services, Production Printing, Office Solutions and IT Services.



## For more information, contact us:

Ricoh Swaziland  
Office number 3, Bona Centre,  
King Sobhuza 11 Avenue,  
Matsapha Industrial Area,  
Kingdom of Swaziland

Tel: 2518 6661 / 7602 3554  
Fax: 2518 6605

Email: [goodwillvilakati@swazi.net](mailto:goodwillvilakati@swazi.net)  
Website: [www.ricoh.co.za](http://www.ricoh.co.za)