

# Complete national coverage

Ricoh New Zealand's head office is located in Auckland, with a comprehensive national network providing sales, service and support in all areas of the country.  
"We are where you are."



Hardware

Business Solutions

IT Services

Communication Devices

[www.ricoh.co.nz](http://www.ricoh.co.nz)

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## Service and Support Guide

**RICOH**  
**TOTALsupport™**



Continuous innovation, to serve you better.

# Superior service

When you choose Ricoh technology, you're investing in the most advanced and reliable office equipment available today. And to further optimise your investment, Ricoh provides you with industry-leading service and support.

Our TOTALsupport™ programme is included in your agreed cost per print/copy, so peace of mind comes as standard. TOTALsupport™ offers multiple efficiencies that will save you both time and money – it can even help you protect the environment. It's another way we're helping you to work smarter.

## Automated toner ordering, meter-reading and servicing

Most Ricoh devices come with built-in @Remote™ intelligence. Each machine automatically sends messages to Ricoh when toner is running low, or a fault is identified. Meter reading is also automated, ensuring accurate monthly invoices.

### Key benefits:

- Maximised use of your equipment
- Less staff time diverted from their core jobs
- Accurate monthly invoices.

## Assistance when you need it

You'll receive the highest level of support from our New Zealand-based Contact Centre. They resolve over 20% of service calls over the phone. This team has full access to your service records, and uses Ricoh's Intelligent Fault Logging Engine (RIFLE) to quickly drill down to identify the cause of a fault. If an onsite visit is required, they use GPS tracking to locate the technician nearest to you.

Ricoh customers also have 24/7 access to our online Global Knowledge Base, containing valuable information and downloads, including 'how to' instructions and troubleshooting tips.

### Key benefits:

- All calls are free
- A fully-trained and locally-based team
- 24/7 access to Ricoh's Global Knowledge Base.

## Ricoh's Online Service Centre

Just as you'd expect from Ricoh, our own technology systems are second to none. Our Online Service Centre (OLSC) provides our Service Engineers with complete daily data on your equipment – no matter where they are in the field. This means they receive all relevant information on the service call, prior to arriving at your location.

### Key benefits:

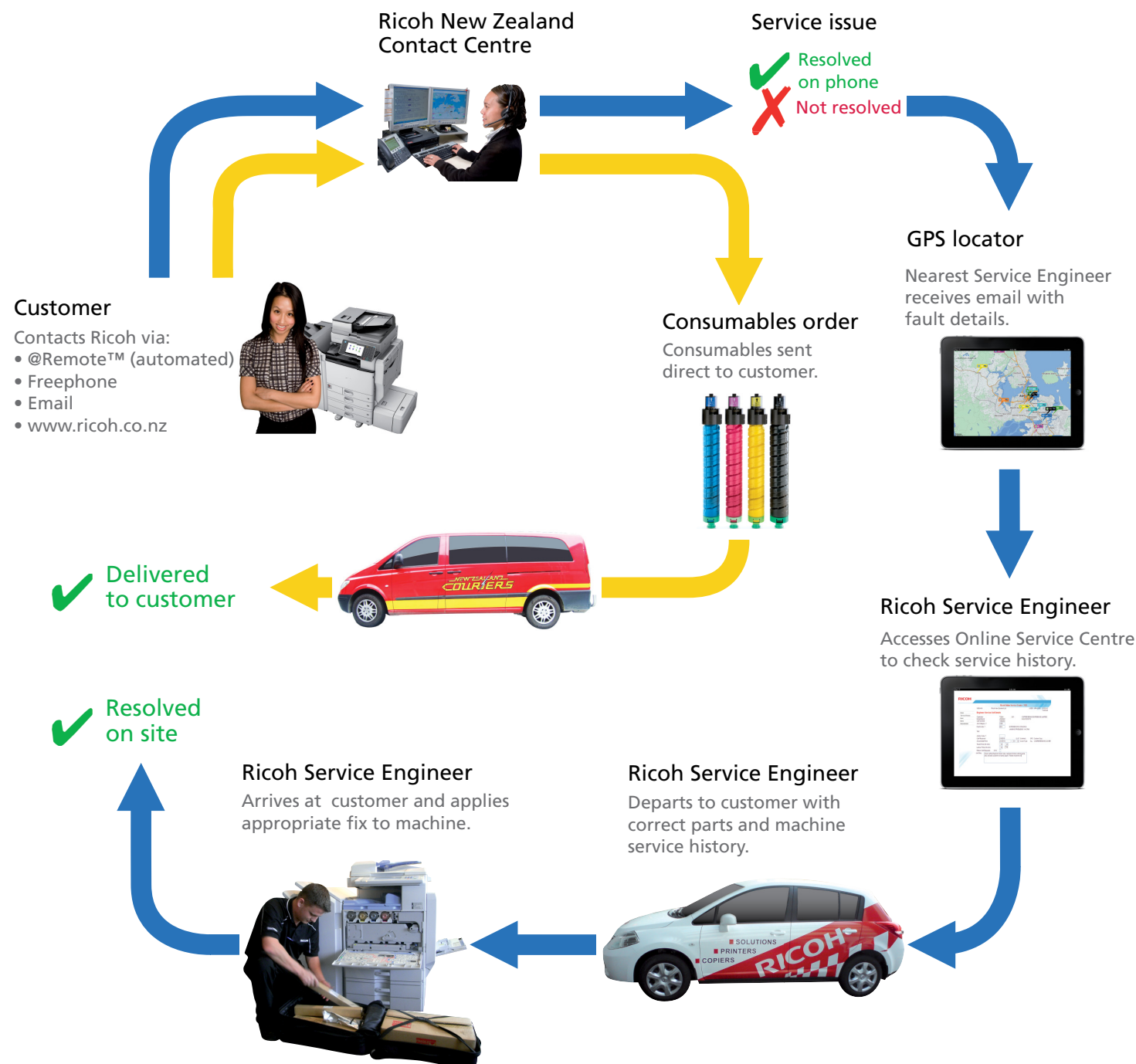
- Remote access to machine details and service history
- Ensures the Service Engineer brings required parts
- Faster resolution of problems.

Our results speak for themselves

**99.5%** equipment up-time. National average for 12 months to 31 March 2014.

**2hr 40min** service resolution. National average for 12 months to 31 March 2014, measured from the time the call is logged by the Ricoh National Contact Centre to the time the issue is resolved.

**26.7%** of problems solved remotely. National average for 12 months to 31 March 2014.



## Proactive maintenance

Unique to Ricoh, our preventative maintenance kits carried by our Service Engineers are designed to ensure minimal disruption during regular maintenance of equipment. The kits consist of key internal components, which can reduce service times by half.

### Key benefits:

- Minimal disruption to your office
- Scheduled service times and advance notice
- Improved overall machine performance and reliability.

## Effectively manage your fleet

Ricoh's optional @Remote™ Enterprise Pro device management solution really delivers. You can minimise printing and copying costs, by tracking usage with pinpoint accuracy. Get vital statistics on electricity and paper consumed, print and copy volumes, colour versus black-and-white, even CO<sub>2</sub> produced.

### Key benefits:

- Maximise efficiencies and reduce costs
- Drill down and identify areas of inefficiency to target
- Boost your environmental responsibility.

## We'll train your staff

Another benefit of Ricoh TOTALsupport™ is that we'll take care of your staff training. We'll customise this for your organisation, and show you how to integrate your technology for the most efficient performance. We provide two levels of training – the first level is for all staff, with a more advanced level for department administrators.

### Key benefits:

- Training provided as and when required (initial and ongoing)
- Customised for your organisation and equipment
- Two levels of training provided (all-staff and advanced).