



Service made simple **RICOH CLICK**

A simply smarter way to manage
and maintain print

RICOH



Why is the service called Ricoh Click?

All **Ricoh Click** devices have electronic meters that log the number of colour and mono prints made. One simple price covers each page printed. With the replacement costs of consumables Included, and billing in arrears, no other service is as easy or transparent as **Ricoh Click**.



Expert service on call. Pay-as-you-print billing.

If only everything in life could be this simple.

Print is of great strategic importance to many organisations – and it is also one of the last areas of unmanaged operational cost. A large portion of that relates to print management and maintenance: from warranties and regular servicing to consumable costs and printer repairs.

Managing print in house can be time consuming and expensive. However, the traditional alternative of vendor-operated print maintenance services has not always delivered the expert levels of service that you would expect. Often maintenance is outsourced to third party suppliers and complex contracts make it difficult to see what the true costs are.

Ricoh Click is different. It delivers simply everything you ever wanted in a print service: from a nationwide fleet of over 1000 Ricoh trained field engineers to truly transparent pay-as-you-print billing, with an easy-to-use portal-based management system, including a consumables ordering service and a simple tier structure so you get exactly what you need, when you need it.

Research shows that if you engage in active management of your office document printing processes and workflow using a service like Ricoh Click, a saving of up to 30% can be made¹.

¹ 'Businesses Cut Costs by Managing Document Printing Processes' Gartner Inc, 2004.

Simply smarter

Nothing beats getting expert servicing for your Ricoh printers from Ricoh's own engineers. With Ricoh Click, our unique nationwide fleet of dedicated field engineers is at your service: 100% focussed on our products and solutions and with direct access to the right spare parts and the latest expertise. Why trust your critical print environment to anyone else?

This specialist assistance is complemented by 24x7 online support services and a dedicated helpdesk – based in the UK and there for you during usual working hours. It's a simply unbeatable combination.

Simply clearer and easier

Only Ricoh Click gives you genuine pay-as-you-print billing, so you pay just for the pages you print: nothing more. There's no minimum charge and we'll even bill you in arrears.

The cost of replacement consumables and spare parts is also included in the Ricoh Click price, so you have no supply worries. Simply order new toner and maintenance packs online and we'll deliver them to your site, meaning valuable storage space is not taken up with spare stock. It's a lean, 'just-in-time' model that delivers a simply easier and more cost-efficient way of working.

Simply more transparent

By dealing exclusively with Ricoh for all your print-related needs – from replacement consumables to repairs, warranty and servicing – you greatly simplify supplier relationships.

Now you can manage just one invoice instead of constantly raising purchase orders to different suppliers. This significantly cuts print-related administration and means your business does not have to deal with unexpected bills and sudden cash outlays.

It all makes for easy budgeting. It helps you accurately forecast your annual print and copy costs, so you can run a high-performance print environment, smoothly and cost-efficiently.

Our easy-to-use web portal lets you control your entire account online – so there is much less paperwork and fewer phone calls to make, leaving you more time to get on with value-added business tasks.

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Three simple ways to access a service that is always platinum

Every business has different requirements from their print fleet, which is why Ricoh Click offers three levels of service based on eight, six or four hour engineer response times.

Simply select the service level that is right for you, depending on the strategic importance of your print operation.

Ricoh Click service level	Benefits
Platinum 8	• On-site engineer support within eight working hours, as an average response time • Expert helpdesk available weekdays 08457 445565 (excluding public holidays) • Online self-help available around the clock • Loan equipment supplied if device is unable to be repaired
Platinum 6	• On-site engineer support within six working hours, as an average response time • Expert helpdesk available weekdays 08457 445565 (excluding public holidays) • Online self-help available around the clock • Loan equipment supplied if device is unable to be repaired
Platinum 4	• On-site engineer support within four working hours, as an average response time • Expert helpdesk available weekdays 08457 445565 (excluding public holidays) • Online self-help available around the clock • Loan equipment supplied if device is unable to be repaired

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If you like the sound of Ricoh Click and would like to start enjoying the benefits of this smarter way of working it is simple:
Just ask your local Ricoh reseller about signing up today.

