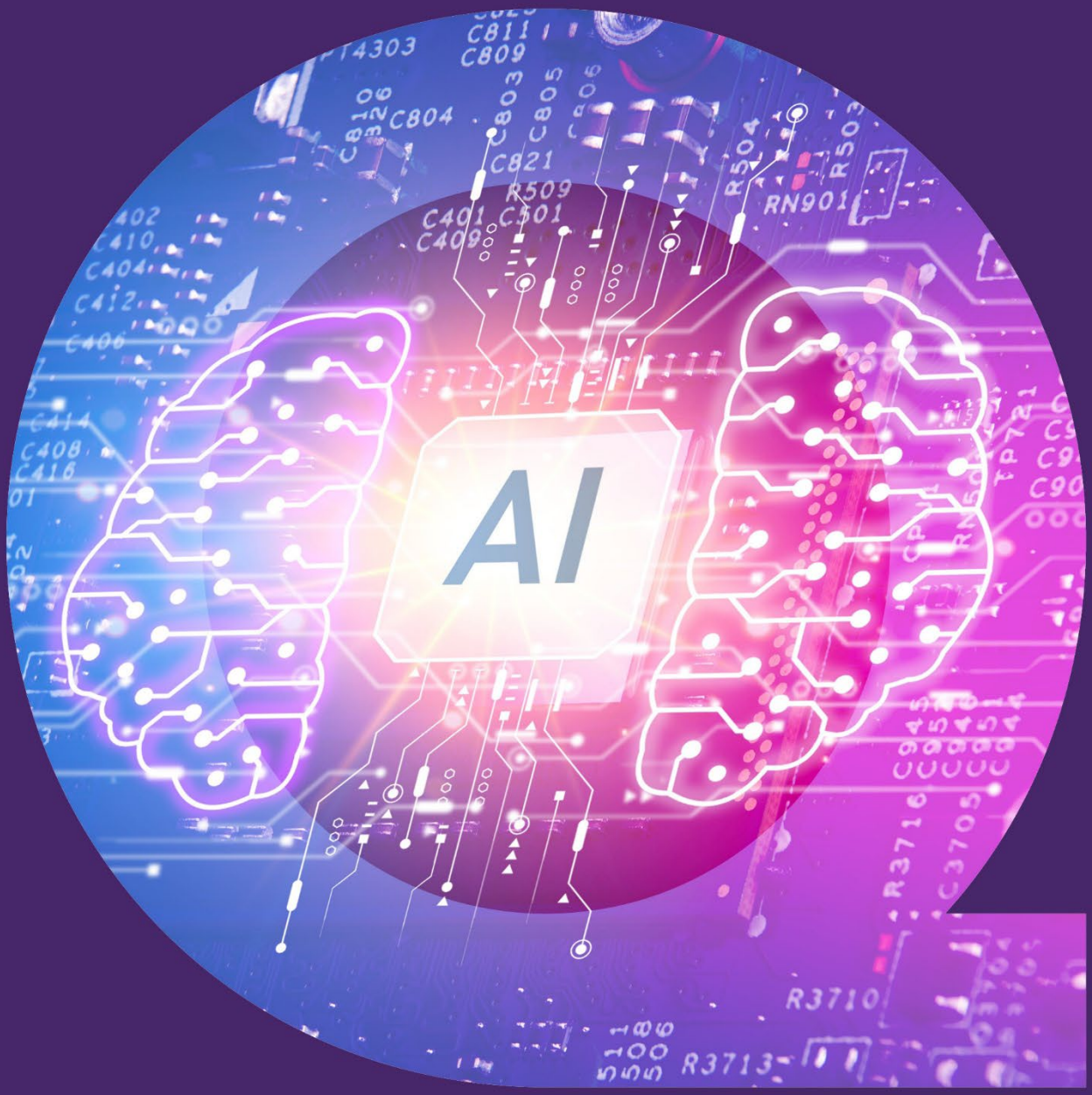
AI Vendor Landscape, 2026

A review of AI-enabled print and capture solutions



AI Vendor Landscape, 2026
Excerpt Report: Ricoh
February 2026

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Executive summary

The print industry is taking steps to build resilience in the face of digital disruption; political, environmental, and regulatory pressures; and evolving demands from organisations as they accelerate digitisation programmes. Print vendors are responding with greater diversification and stepping up development of the transformative software and services that will create differentiation and new value opportunities. AI has established itself as a 'go-to' enabling technology because of its potential to uncover actionable insights from across the data-rich print infrastructure, software, and services that are needed to drive business change.

Print vendors are under pressure to move quickly with outcome-based AI propositions that deliver on customer expectations. Organisations' expectations that AI should improve productivity, reduce costs, automate repetitive tasks, and increase operational efficiency are driving increasing investment. AI accounts for 22% of total IT budgets on average, according to Quocirca's Future of Work 2030 report, and spending continues to grow, with 66% of organisations anticipating increased AI spending during 2026. AI maturity influences spending levels. Organisations that view AI as fundamental to their business invest an average of 31% of total IT spend on AI. Those in the early stages of exploration expect to spend 16% on average, and the figure for those that have not begun exploring AI is 15%. Understanding organisations' levels of AI maturity and tailoring offerings accordingly is key to successful go-to-market strategies.

Barriers to AI adoption persist, particularly concerns about data privacy and cybersecurity risks, as well as the misuse of AI, which highlight the need for print vendors to boost investment in multi-layered cybersecurity solutions and work with customers on AI guardrails. Disappointingly, organisations remain unsure about what AI can and cannot do, which is not unrelated to ongoing concerns about the lack of skilled AI personnel, yet continue to invest in AI. This emphasises the need for both task- and process-specific solutions designed for usability and quantifiable returns and print vendor investment in AI resources such as dedicated AI facilities, training, and best practices for partners and customers.

Availability of the right data and ensuring it, and AI technology overall, are used legally and ethically is another hurdle that the fragmented and uncertain regulatory environment does little to lower. The next wave of EU AI Act provisions are due to be rolled out in August 2026, but the proposed EU Digital Omnibus proposal brings uncertainty and could delay implementation of the obligations. The UK has postponed its planned AI Bill to May 2026 at the earliest and is likely to apply a less stringent and comprehensive approach than the EU AI Act. In the US, the AI Action Plan aims to ease federal oversight and establish a 'minimally burdensome' national framework, but in the absence of information about its scope, individual states are continuing to push ahead with their own legislation. Japan, South Korea, the UK, Canada, and Australia are moving towards a shared AI safety testing agreement. Meanwhile, financial regulators are scrutinising how AI is used in compliance and reporting, which is in addition to AI-related financial disclosure. Print vendors need to track developments closely because the regulatory landscape will remain unpredictable.

Organisations want tangible returns from AI investments that directly address business objectives. Deepening emphasis on AI-enabled document management and workflow automation by print vendors aligns with the efficiency and operational outcomes organisations expect. Print vendors can further improve competitive positions through the provision of measurement tools and guidelines for outcome-based services and solutions.

As AI technology continues its fast-paced evolution, agentic AI has joined gen AI at the leading edge. Its applicability across functions and industry sectors and its ability to run and orchestrate AI agents across complex workflows, including when used with gen AI, should elevate the way AI is used. Where gen AI creates content and makes suggestions, agentic AI applies the combination of autonomous automation, dynamic decision-making, multi-step reasoning and planning, and context awareness to goal-oriented tasks. An example of how AI usage could be elevated involves bringing agentic AI into play to track print environmental data against sustainability data and AI regulatory requirements, and then acting to deliver the best outcome. Print vendors should explore agentic AI urgently because of its potential to fire innovation and create high-value offerings. Print vendors are gradually increasing their use of gen AI and exploring agentic AI. However, AI is only as good as the environment, data, and tools it interacts with.

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This report highlights key trends in AI for the print market, including the AI Vendor Landscape and in-depth profiles of key print OEM vendors. It also includes research that uncovers how IT decision-makers are using and plan to use AI and where they believe it should be applied to the print environment.

The following vendors are included in this report: OEMS – Canon, HP, Konica Minolta, Ricoh, Toshiba America Business Solutions (Toshiba), and Xerox; ISVs – MyQ, Pharos, Tungsten Automation, and Vasion.

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Key findings

- **Leaders in Quocirca's AI Vendor Landscape 2026 report deliver AI-enabled portfolios that provide increasing depth across managed print services (MPS), workflow automation, and cybersecurity that directly address organisations' need for efficiency and productivity.** AI development activity continues to shift towards AI for process automation and document management, identifying these as success markers for print vendors. HP, Xerox, Ricoh, and Canon have retained the leadership positions they claimed in the 2025 AI Leadership report. Konica Minolta is a Major Player, and Toshiba is positioned as a Contender, but both have progressed over the past year.
- **HP provides a unified digital workplace experience with a focus on business outcomes.** HP's integration of AI capabilities across its hardware, software, cybersecurity, and managed services estate provides connected infrastructure to support the challenging task of delivering measurable outcomes. It aims to facilitate operational and employee performance improvements via MPS offerings and software, including the Workforce Experience Platform (WXP). HP for Microsoft Copilot brings gen AI to devices, including generative summaries. The Humane acquisition in February 2025, which added an AI platform to orchestrate AI assets, has also driven the establishment of the HP IQ AI innovation lab. Amplify AI is a channel differentiator.
- **Xerox stands out for its comprehensive AI workflow ecosystem.** Xerox is leveraging AI, machine learning, and robotic process automation (RPA) across its products, solutions, and services, with an emphasis on document workflows, service delivery, and MPS. Choice is a notable feature, as there are several entry points into the AI workflow ecosystem, including ConnectKey apps, Workflow Central, and EveryDoc IDP, which then provide gateways into its broader suite of IDP and RPA managed services. Xerox has been early to market, with innovative AI offerings such as the first AI-assisted MFP, the Xerox AltaLink 8200 Series, and the CareAR service solution, which remains a differentiator. The acquisition of Lexmark is expected to enhance strengths in workflow, document management, and cloud capabilities.
- **Ricoh integrates AI across MPS and workflow automation to deliver end-to-end digital services.** Ricoh addresses the transition from paper to digital workflows by combining frontline print solutions such as DocuWare, Natif.ai, and Kintone Plus with back-end automation. It also includes IoT Command Center for device diagnostics and resolution and Always Current Technology and @Remote for end-to-end monitoring. The acquisition of Natif.ai has enabled more accurate automated workflows and processes. Its AI partnership with ServiceNow is significant for its potential to deliver a unified service delivery platform and AI-driven co-innovation.
- **Canon aims to deliver practical solutions to drive data-driven operational efficiency and security.** Canon positions printers/MFPs as engines for digital transformation and embeds AI capabilities across its portfolio. There is an emphasis on workflow automation and predictive analytics to boost organisations' productivity and responsiveness via document solutions such as uniFLOW, which has been enhanced with an AI-powered chat feature; the Scan2x IDP platform; and the IRIS family. imageFORCE security has been improved through the security Environment Estimation Engine algorithm, which continuously analyses the network environment a device is connected to and recommends optimal security configurations.
- **Document workflow has been a development focus for Major Players and Contenders.** Konica Minolta has added AI features to improve document workflows, such as Aino AI for the M-Files information management solution, which provides AI-based document search and summaries, along with language-independent queries. AI-driven Smart Forms and Smart Documents modules have been added to Document Navigator. Its AI-ECM platform is a differentiator. Toshiba continues to expand its Elevate Sky platform with the launch of cloud-based AI-powered Elevate Sky Workflow. It also recently acquired Youmebee to boost AI-enabled cloud print management.
- **As predictive maintenance and print management solutions mature, AI developments are shifting towards smarter and more diverse use cases.** Illustrative examples include Ricoh's provision of behavioural analysis to identify opportunities for digitalisation and process improvements. Xerox aims to embed agentic AI across every function, solution, and service via the X.Assist framework of AI agents. Canon brings automated metadata extraction, dynamic document type recognition, and NLP for contextual entity recognition to its Scan2x solution. HP's Print AI and Scan AI Enhanced use automation

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for optimisation and improving the workforce experience. Konica Minolta provides smart document personal identifiable information detection.

- **Growth of AI-centric platforms underlines the value of central management and integration.** Diverse approaches demonstrate the value and versatility of AI, from HP's Workplace Experience Platform to Konica Minolta's AI Services and Delivery Platform for provisioning, managing, and integration. Ricoh's Hyper Automation platform analyses critical user behaviour to identify opportunities and, notably, is sold as an outcome-based model rather than a point solution. Xerox's Workflow Central platform is core to document processing workflows; it uses its AI Hub internally as a centralised platform to evaluate and implement gen AI use cases and technologies and has positioned it as a catalyst for innovation.
- **Industry- and task-specific AI solutions are an emerging trend and growth opportunity.** Realisation that generic models do not always align with real-world workflows is stimulating the development of industry- and task-specific solutions. Konica Minolta FORXAI imaging IoT for the industrial sector suggests print vendors could use IoT platforms as a launchpad for industry AI solutions. Konica Minolta also provides Automotive CRM and specialist AI solutions for invoices, contracts, BI, and sales tasks. Xerox is developing custom AI assistants built on proprietary GPTs for internal use, such as Environmental Claims Flagger and Brand Checker. Canon Scan2x provides legal and contractual-specific document handling.
- **Collaborative AI development is an underdeveloped opportunity.** AI-driven co-innovation with partners and customers is slow to develop, but Ricoh's collaboration with ServiceNow to deliver a unified service delivery platform is positioned to increase its own agility; it also provides access to ServiceNow's generative AI capabilities and insight into how they can be used to enhance service provision.
- **Broad attack surfaces underline the need for multi-layered cybersecurity and continual enhancement programmes.** All the print vendors provide cybersecurity solutions, although approaches and scopes differ. Examples include HP's alignment with the trend towards zero trust principles, with its broad Zero Trust Print Architecture. Konica Minolta Workplace Intrusion Patrol XDR provides endpoint detection and response. Canon embeds AI-supported cybersecurity into imageFORCE devices. Xerox has released a cybersecurity dashboard and templates over the past year for monitoring and deploying security settings and developed new or updated cybersecurity apps such as auto redaction.
- **Ambitious agentic AI exploration is underway.** Xerox is an early mover with a strategy to embed agentic AI across every function, solution, and service, and expects 50–70% of work to be optimised or executed by AI agents by 2027. Its X.Assist framework of AI agents is a core enabler of the strategy and highlights the need for agentic AI infrastructure. Ricoh is exploring agentic AI through its ServiceNow partnership, where the technology is expected to further enable detection of disruption, provide recommendations, and automate adjustments to keep service operations running smoothly and consistently.
- **AI can be a powerful enabler to meet print industry sustainability goals.** As sustainability becomes ever more crucial to commercial success, AI is required to achieve targets. The range and volume of sustainability touch points and data points across enterprises means AI needs to be pervasive and connected across assets, including printers/MFPs and business functions. Reduction of printing-related waste is a prime use case for AI, as is management of sustainability data for regulatory compliance, as illustrated by Konica Minolta's ESG AI solution. All print vendors are invested in sustainability, and an assessment of how they are using AI for sustainability is provided in Quocirca's Sustainability Leadership 2025 report.
- **ISVs offer a range of AI-enabled solutions that represent vendor partnership opportunities.** Some ISVs, including Vasion, MyQ, and Tungsten Automation, are integrating AI functionality into use cases such as intelligent document processing (IDP), offering AI-powered capture, content summaries, data classification, and validation for integration with automated workflows. Vasion has incorporated AI into print management, with an agent that allows IT admins to implement printer updates using natural language commands. Vasion also offers an AI-enabled reporting solution that unlocks print analytics to reveal the resource-related, financial, and environment costs of printing. ISVs including MyQ have integrated AI assistants for both customers seeking product support and sales partners looking for operational improvements.

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Quocirca AI Vendor Landscape

Quocirca's AI Vendor Landscape assesses how print OEMs are embedding AI across their products and services. The assessment is based on a range of criteria that determine an overall score for market presence and completeness of offering. Each score is based on a scale of 1 to 5, where 1 is weak and 5 is very strong. This evaluation of AI within the print market is intended as a starting point only. Please note that Quocirca's scoring is based on an unweighted model, although prospective buyers may wish to weight the scores to meet their specific needs.

Strategy criteria

- **Vision and strategy.** The comprehensiveness of the vendor's AI strategy, the quality of its overall value proposition, and its evolutionary vision for AI.
- **Breadth of AI portfolio.** The range of complementary services, software, and hardware-embedded AI capabilities available across functions, including predictive maintenance, document process automation, cybersecurity, sustainability, and regulatory compliance.
- **Balance of AI capabilities.** The level of AI provision for device and print management functions, document workflow, and process management.
- **AI maturity.** How long the vendor has been active in the market and how developed its offerings are, including the use of emerging approaches such as gen AI and agentic AI.
- **Investment and dedicated resources.** The vendor's investment in its AI portfolio and resources and innovation that will improve approach, governance, processes, or service offerings, such as dedicated AI facilities, training, and best practices.

Completeness of offering criteria

- **Managed print services.** AI-supported capabilities for devices and data to improve efficiency and innovation around printer management, data collection and analysis, predictive maintenance, and consumables replenishment.
- **Document workflow.** AI-aided document and process workflow provision, including IDP, process automation, document capture/extraction/translation/redaction, IoT integration, cloud provision, and preconfigured task-specific offerings. Document workflow also encompasses AI-supported scanning, including document capture, OCR and extraction, and automated classification and error correction, as well as AI-enabled print, including secure print release, personalised printing, and print-quality optimisation.
- **Print security.** The use of AI to improve device- and document-level security and secure-by-design approaches.
- **Enterprise integration.** This includes solutions and provision of APIs and cloud services to enable integration with IoT devices, IDP platforms, enterprise content management (ECM), enterprise applications, and RPA for intelligent document capture, routing, and processing.
- **Channel partnerships and programmes.** AI-specific business support, skills development, and certification programmes with third-party entities.

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Figure 1 represents Quocirca's view of the AI Vendor Landscape:

- **Leaders.** Leaders demonstrate a strong vision and commitment to AI and have strength and depth across the board for both completeness of AI offerings and strategy vision and execution.
- **Major players.** Vendors that have established AI-enabled products and services but may have a more limited vision or differentiated AI roadmap.
- **Contenders.** These vendors have a weaker strategy and AI product portfolio but can grow into the space.

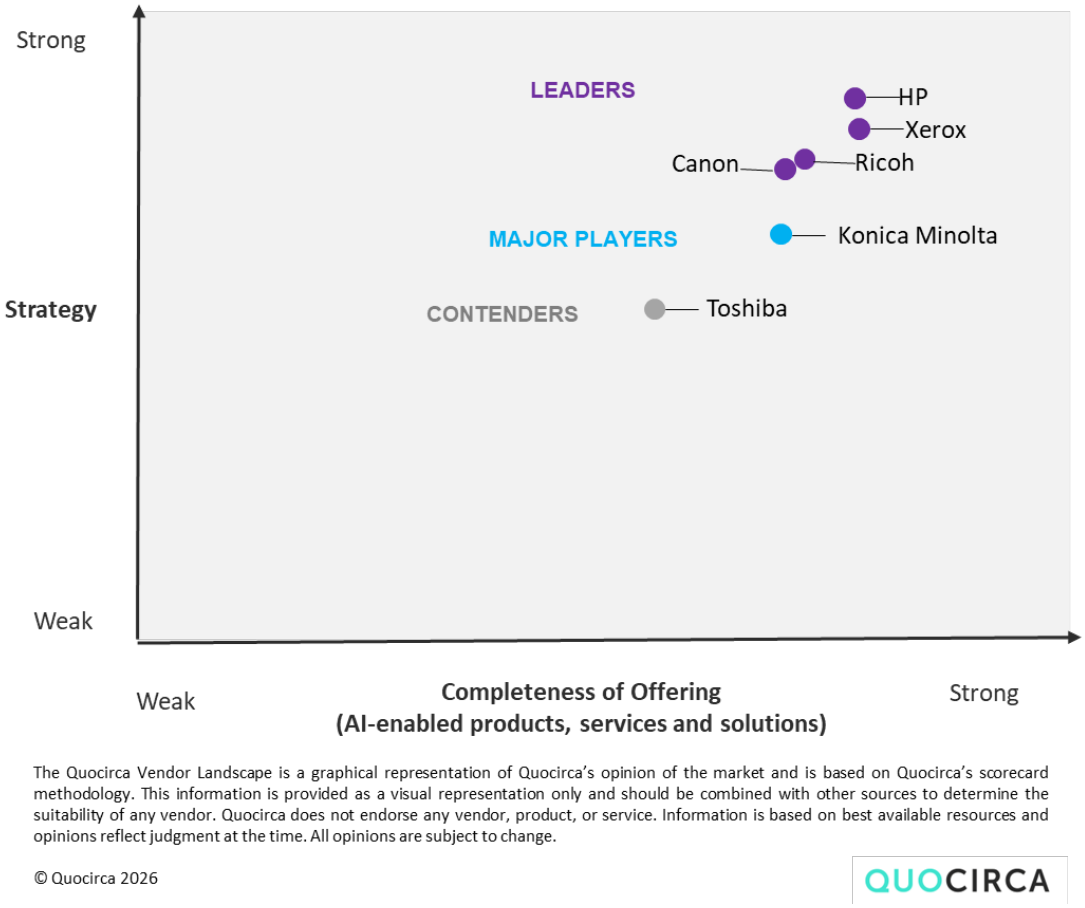

Figure 1. Quocirca AI (Print) Vendor Landscape 2026

Recommendations

Suppliers

- **Provide outcome-based solutions that offer measurable AI ROI.** This will encourage adoption by closing the gaps between customer expectations and what AI can deliver. Outcome-based offerings should guarantee measurable business results. Examples include production optimisation to increase throughput, resulting in efficiency gains; AI capture for faster workflows and lower labour costs; and MPS to lower TCO through reduced print volumes and energy use. Where these types of offerings exist, and new ones are developed, it is critical that print vendors provide practical guides that allow organisations to assess and measure gains.
- **Ensure that data is collected, aggregated, and used.** AI must have a sufficiently rich source of data to operate effectively. MPS providers should capitalise on the data available through their own platforms. While many providers struggle to source the high-quality data required for model training, MPS providers possess an abundant supply (governed by copyright and data use regulations). Importantly, an ongoing stream of new data ensures training data and models are kept fresh; stale data is highly detrimental to AI systems.
- **Apply AI to improve print management and sustainability.** By learning print usage trends and preferences, print settings can be automatically configured (such as specifying duplex, paper size, and colour or mono printing) and unnecessary printing jobs identified based on content or sender, which minimises waste and environmental impact while optimising resource usage. Using AI to provide information on how to optimise ink or toner usage, recommend double-sided printing when appropriate, and supply copilots for layout recommendations and document summaries encourages responsible printing, which supports sustainability practices and reduces waste.
- **Reposition MFPs as intelligent digital-enablers by embedding AI.** AI-enabled document scanning and capture solutions are changing the role of MFPs and increasing their relevance within the wider area of transformative digitisation.
- **Tailor propositions for different AI maturity levels.** Customer AI maturity ranges from an exploratory single process to recognition of AI as a strategic asset. Print vendors must pitch propositions according to each organisation's maturity. The degree of cloud adoption can be a useful proxy for assessing AI maturity because the two are closely linked.
- **Integrate AI across hardware, software, services, and cybersecurity to create a connected AI ecosystem.** A high level of co-dependency and requirement for end-to-end workflows is driving the need for connected ecosystems. They also have a role in helping identify and deliver higher-value offerings because AI draws on their capabilities to deliver on its own potential, for example, sharing AI processing loads between local IoT devices and the cloud.
- **AI-based IDP is an opportunity to offset declining print volumes.** As print volumes continue to decline and organisations accelerate their digitisation initiatives, IDP may be a key opportunity for print vendors to offset physical print volume declines, particularly in industries that deal with a large volume of documents, such as banking, insurance, and healthcare. The industry has historically struggled to monetise scanning, but AI-powered IDP elevates the value of the digitisation stage, allowing providers to charge for scanning. Some vendors already have proprietary IDP solutions. Those that do not should consider partnering with the ISVs that have developed IDP offerings.
- **Be clear and transparent about how AI is used.** As AI privacy and ethical concerns continue to prevail, print vendors must provide clarity around its use. Vendors must build trust and credibility by being transparent and ethical about how AI-enabled products handle data to ensure privacy and security.
- **Make exploration of agentic AI frameworks a priority.** The ability to make reasoned decisions and act on them autonomously points to a new level of intelligent automation and connectivity across both print and IT ecosystems, with the potential to uncover higher-value offerings.
- **Resist the temptation to go it alone.** AI technologies and cross-function deployments are complex. Few vendors have the expertise and resources to undertake every aspect, from AI engine development to

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industry- and task-specific AI-enabled solutions. Print suppliers should identify specific areas of expertise and engage with the AI community to build a value-enhancing AI partner ecosystem.

- **Look to the hyperscalers for a strong platform.** With AWS, Azure, and GCP all now providing embedded AI services, vendors can get an easy starting point by leveraging the services on offer. These hyperscalers are likely to progress faster than other players – it is highly likely that vendors will, therefore, gain access to better capabilities at a faster rate.
- **Leverage pre-trained AI/ML models.** Integrate pre-trained AI/ML models from hyperscalers such as AWS, Google Cloud, and Azure into your document platform. This provides access to cutting-edge capabilities in areas such as OCR, NLP, and image recognition without the need for extensive in-house development.

Buyers

- **Consider predictive maintenance as 'AI 101'.** Predictive maintenance is an effective and well-established entry point into understanding the value of AI in print. Increasingly, users will demand greater use of AI to help them in their day-to-day business activities. AI use cases for print technology are becoming more complex and sophisticated, especially where document management and processing platforms form part of the portfolio. Customers should collaborate with print suppliers to proactively identify more advanced use cases. Part of that requires a commitment to mapping out technology, data, and process interdependencies within the organisation to ensure seamless document management operations and moving towards straight-through processing. Buyers should also press print vendors for tools and guidelines to measure the business value of their offerings.
- **Seek out suppliers with balanced AI-supported portfolios.** Successful initial AI deployments stimulate additional and more sophisticated deployments. Choosing a print supplier with a balanced AI portfolio across today's key areas of predictive maintenance, document management and automation, cybersecurity, and sustainability should reduce the risk of the supplier being unable to meet future requirements.
- **Identify print suppliers that are developing gen AI and agentic offerings now.** Even if gen AI or agentic AI are not current priorities, they could become so quickly. Prepare by identifying and (where feasible) engaging with leading-edge gen AI and agentic AI print providers and ISVs to build an understanding of how the technologies could be used. Examples include AR support, customer service bots, document summaries and redaction, direct content creation, and complex workflows crossing both traditional print boundaries and those to other parts of the IT estate.
- **Explore the value of specialist printer sustainability skills.** Their physical and digital environmental footprint means printers are a challenge when it comes to sustainability compliance. Allying with print vendors or ISVs with specialist knowledge – and data resources – around print sustainability requirements and pitfalls could deliver more accurate ESG reporting data.
- **Be alert – printer security is not a complete cybersecurity solution.** Suppliers are delivering more AI-driven device and document security solutions, but they are components within a broader cybersecurity landscape. Assess how print suppliers' security offerings integrate into the broader cybersecurity landscape. Connected IoT devices present challenges, so pay particular attention to this area and explore vendor plans for document security, too.
- **Avoid AI cul-de-sacs.** AI is such a dynamic environment that many solutions on the market today will not be right for tomorrow. Look to providers offering flexible AI solutions that can adapt, and enable system adaptation, without the need for wholesale system replacement.

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Vendor profile: Ricoh

Quocirca opinion

Ricoh is positioned as a Leader in Quocirca's assessment of the AI Vendor Landscape in 2026. The company has a long history of employing AI to deliver industry-leading process automation solutions. These capabilities help customers worldwide digitise structured and handwritten documents, extract and classify data, and automate document workflows and digital processes. Building on this, Ricoh is actively harnessing AI across its broader solutions and services portfolio to drive innovation, automation, efficiency, and cost reduction. By integrating AI across both MPS and workflow automation, Ricoh provides a comprehensive end-to-end digital services offering.

Ricoh continues to invest in process automation expertise and has, through acquisition, significantly expanded its technology portfolio and intellectual property. These are now integrated into a global IDP platform, which makes it easy for customers to leverage Ricoh's full suite of capabilities, including process automation, orchestration, OCR, AI, machine learning, document management, connectors, and hyper-automation services.

In April 2024, Ricoh acquired Natif.ai, a German software start-up that introduces AI-enabled advanced OCR, text/handwriting recognition, document classification, image cleanup, and machine learning features. This enables Ricoh to deliver more accurate automated workflows and processes without relying on external AI services, providing greater control, reduced costs, and enhanced customer experiences.

The company has also partnered with ServiceNow, the AI platform for business transformation, to deliver a unified service delivery platform that it says will generate significant operational benefits, including improved efficiency and increased business agility. The collaboration will see Ricoh leverage ServiceNow's platform to improve operational efficiencies by standardising service management processes across its entire European business. ServiceNow's generative AI capabilities will automate and curate knowledge around complex solutions, while dynamic translations will enable experts to collaborate easily with colleagues in different countries. Agentic AI will further enable detection of disruption, provide recommendations, and automate adjustments to keep operations running smoothly and consistently.

Ricoh has already benefited from the use of AI to digitally assist employee and customer journeys, particularly by combining machine learning data sets with business context and actions to accelerate decision-making. With the emergence of agentic AI and support from ServiceNow for key interoperability standards, it has a significant opportunity to help its workforce navigate complexity and focus on customer value.

AI strategy

Ricoh differentiates by combining frontline print infrastructure with back-end automation to deliver seamless end-to-end process transformation, helping organisations transition from paper to digital to intelligent workflows.

The company applies AI across document capture, workflow automation, device monitoring, RPA, business process services, hyper-automation, cloud, and cybersecurity, enabling customers to improve processes, reduce costs, and accelerate digital transformation.

Proprietary AI is core to Ricoh's differentiation and strategy. Third-party AI is used selectively and modularly where it delivers clear additional functionality or competitive advantage. Ricoh integrates third-party platforms such as ChatGPT, Llama 2, Microsoft, or AWS while retaining full control over orchestration, governance, system integration, and customer data boundaries. Ricoh has leveraged Microsoft Azure AI, AWS Textract, and Llama 2 natural language processing (NLP) services to support capture, workflow, and process orchestration through Ricoh Smart Integration alongside its own proprietary Deep Alignment NLP technology.

Ricoh is committed to continuing to harness AI and other innovative technologies to drive ongoing improvements in customer workflows and experiences. As part of its global MPS strategy, it is embedding AI-powered document capture into workflows, applying AI to service processes and optimisation and leveraging AI to enhance customer

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engagement and support. A key focus area is the use of AI to manage print services and devices, streamline workflow and process orchestration, and optimise the performance of all managed workplace devices.

Ricoh has made significant investments in AI and robotic process automation (RPA) technology. It has created an internal RPA practice to improve efficiency and customer service and remove repetitive tasks for its skilled workforce; deployed BOTs in customer administration, finance, and pricing functions; and embedded AI across its operations.

Microsoft Copilot supports sales, marketing, and product teams with content creation, communication, and research. Product and marketing teams also leverage AI for campaigns, videos, and demos. Business services use AI-powered process automation for governance, order management, and complaints handling, while supply chain management applies machine learning for predictive analysis and demand planning. The Hyper Automation Factory automates microservices to manage customer lifecycle value, while generative AI with Axon Ivy analyses customer communications for classification, sentiment, and workflow triggers.

Key AI offerings

MPS

Ricoh's AI-powered remote management and service delivery platforms enable notifications and automated management of incidents to ensure reliable and efficient service delivery against agreed outcomes.

- **Always Current Technology and @Remote.** Ricoh leverages Always Current Technology and @Remote to monitor device conditions, firmware, supplies, and potential issues. These systems transmit alerts to Ricoh's cloud-managed service, where AI and machine learning models provide remote monitoring, predictive maintenance, and service optimisation. By keeping AI functionality in the cloud rather than embedding it directly into devices, Ricoh ensures that its solutions remain secure, up-to-date, and aligned with regulatory restrictions in specific sectors and regions.
- **Software.** Ricoh uses three distinct AI categories – generative, predictive, and interpretive – across its software portfolio. This enables Ricoh to enhance productivity with generative AI (text summarisation, digital assistants, chatbots), deliver operational insights through predictive AI (telemetry-driven insights and proactive optimisation), and unlock value from unstructured data using interpretive AI (OCR/HTR, NLP, sentiment analysis).
- **IoT Command Center.** Ricoh's IoT Command Center is an all-in-one, device-agnostic platform designed to provide real-time problem detection, resolution, and actionable insights from connected devices. The platform provides a centralised view of a fleet of devices from a single dashboard, providing real-time visibility and remediation capabilities.

Security

- **Managed Security Services.** Ricoh's Managed Security Services provide 24/7 monitoring and management of intrusion detection systems and firewalls to safeguard IT infrastructure across networks, endpoints, and cloud environments. Enhanced by AI integration, the Global Security Operations Center (GSOC) proactively detects threats, correlates events, and automates incident response, ensuring continuous protection, faster threat containment, and improved visibility across the IT and print infrastructures.

Document workflow

Ricoh enables organisations to streamline resource-intensive workflows through AI-driven automation.

- **Document management, intelligent capture, and workflow orchestration.** Ricoh has strengthened its portfolio with DocuWare, Natif.ai, and Kintone Plus, providing advanced tools for document management, intelligent capture, and workflow orchestration.
- **Behavioural analysis and digitisation.** Ricoh uses AI and machine learning to analyse user behaviour and system data, identifying opportunities for digitisation and process improvement.
- **Opportunities for digitisation.** Ricoh analyses critical user behaviour to identify opportunities for digitisation using AI- and machine learning-driven services delivered through the Ricoh Hyper Automation platform as an outcome-based model rather than a point solution. This also includes the

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training of AI models for specific client needs; the acquisition of Natif.ai extends the existing Llama and GPT4 capability.

- **Process automation.** Ricoh delivers process automation services that integrate seamlessly with MPS environments to orchestrate document-centric and data-driven processes. Its strategy centres on process orchestration, moving beyond task automation to coordinate multi-step, multi-system workflows using technologies such as IDP, agentic AI, and API integrations. These are supported by a scalable delivery framework and a modular portfolio, enabling flexibility from SME to enterprise clients.

Channel enablement

- **AI-driven co-innovation.** Ricoh's collaboration with ServiceNow aims to break down technology silos, enabling channel partners to work seamlessly within the same AI-powered toolsets as Ricoh's field engineers. The company is also looking to co-develop and market cross-company workflows using new platform capabilities such as ServiceBridge, leveraging partners' expertise to accelerate AI-driven co-innovation.
- **Partner support.** Ricoh is piloting AI within sales, marketing, and service tools used with channel partners to help with customer engagement and the partner support experience. Within the Ricoh partner portal, AI is used to support chat, concierge services, and translations. Supply chain trials leveraging AI are also underway to enable more accurate trend analysis, insights, and predictive forecasting to improve partner efficiency.
- **Training and certification.** Partners have access to training, certification, and business model optimisation services across sales, marketing, and technical domains, which are designed to help them build a strong foundation for change.
- **Ricoh Smart Integration.** Ricoh partners have significantly grown sales of Ricoh Smart Integration (RSI) apps, including cloud print, scan, and workflow solutions. In addition, the simple approach to building powerful AI-based workflows in RSI LogicFlow makes it very appealing to partners and is driving adoption of a service that partners are taking to their customers.

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About Quocirca

Quocirca is a global market insight and research firm specialising in the convergence of print and digital technologies in the future workplace.

Since 2006, Quocirca has played an influential role in advising clients on major shifts in the market. Our consulting and research are at the forefront of the rapidly evolving print services and solutions market, trusted by clients seeking new strategies to address disruptive technologies.

Quocirca has pioneered research in many emerging market areas. More than 10 years ago we were the first to analyse the competitive global market landscape for managed pint services (MPS), followed by the first global competitive review of the print security market. More recently Quocirca reinforced its leading and unique approach in the market, publishing the first study looking at the smart, connected future of print in the digital workplace. The Global Print 2025 study provides unparalleled insight into the impact of digital disruption, from both an industry executive and end-user perspective.

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