

**RICOH**  
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# Zebra Managed Services

Your global partner for operational excellence

# 01

## Streamline mission-critical workflows

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To succeed in today's digitally connected world, you need to give your people the right tools to complete tasks faster, smarter and better, whether you're managing operations in a warehouse, a retail store or a hospital.

Zebra's portfolio of mobile computing, barcode printers and scanners will help you raise your operational performance, ensuring mission-critical workflows are efficient, trackable and secure.

Through our proven global service capabilities, our Zebra Managed Services can provide a single point of contact for your technology requirements, making sure the devices you rely on every day are maintained and optimised to the highest levels of performance.



02

## Unrivalled service for any global location

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We expertly support your existing fleet of mobile computers, label printers and hand-held scanners and supply Zebra devices no matter where your business operations are located.

We have an established service operation that delivers a complete portfolio of support services. Our service and distribution networks cover the whole of Europe, Asia and Oceania. Wherever you take your business, you will find that we are familiar with the local customs and can provide consistently expert services.



## 03

### A complete portfolio to maximise the value of Zebra devices

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Across hardware, you can choose from our full portfolio of Zebra mobile computing, barcode printers and scanners. Our product package also includes state-of-the-art software, ensuring your devices are integrated and in line with your requirements.

When it comes to software, we will work across integration, security, deployment, management and optimisation. To support your ongoing need, we also ensure you have the consumables you need to run your devices on a daily basis.

With a number of flexible finance packages, we will work with you in a way that suits you, including leasing and device as a service. Our financial services are provided via Ricoh Capital to meet your financial requirements.

## 04

### Reactive maintenance to minimise downtime

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In terms of repairs and maintenance, we will support your organisation through our service capability and advanced Zebra support.

We provide on-site support, including specialist triage when issues arise including preventative maintenance, and installation services to ensure your technology performs from day one.

Through Zebra's OneCare Portal, we will also handle every aspect of maintenance when devices fail, or you need support, from sending the device to ensuring it's returned securely to your site.

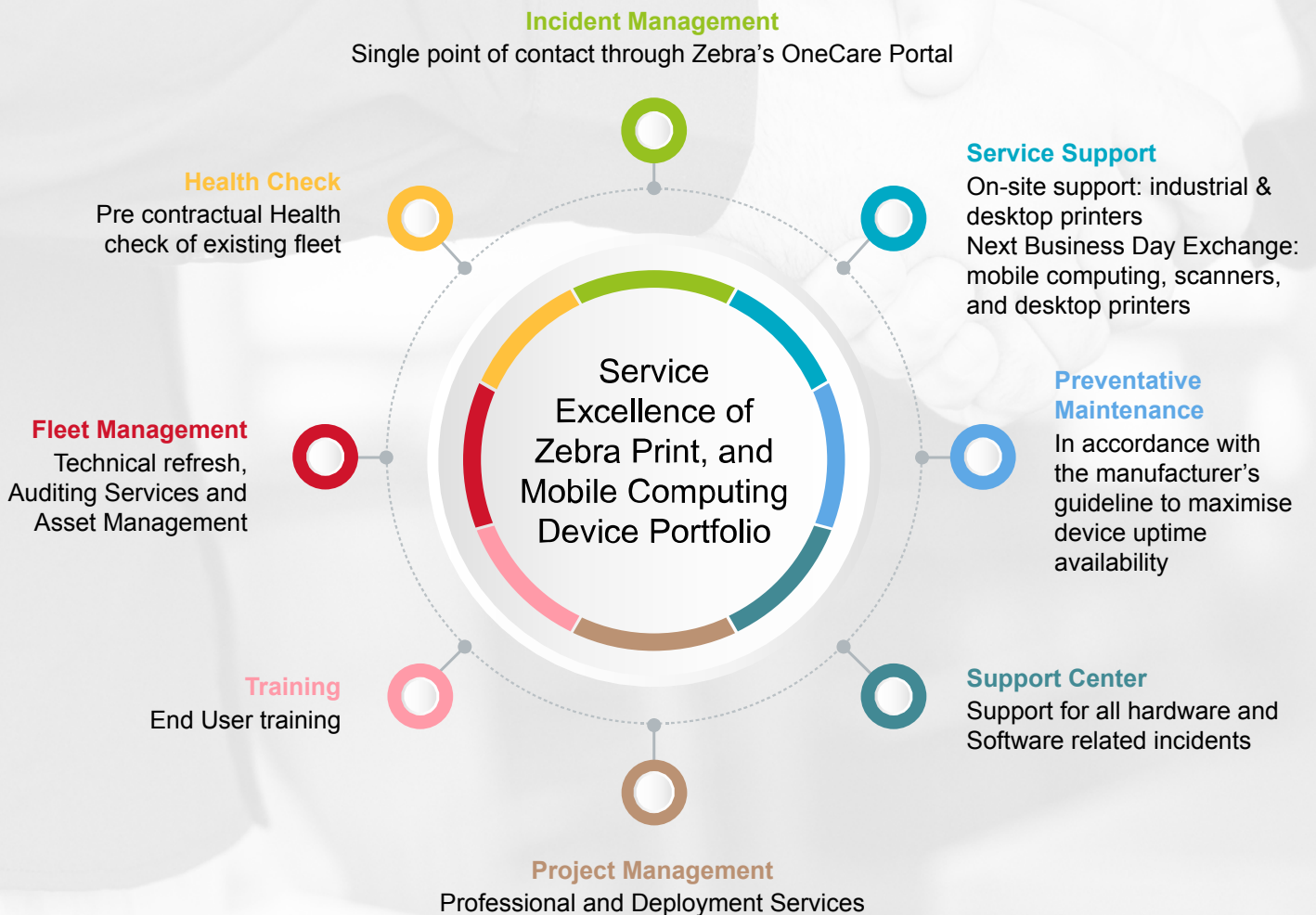
By choosing Ricoh, you get all the benefits of our global partnership with Zebra, the highest level of supplier partnership available. As two global organisations with a long history of service excellence, we have an aligned approach to pricing strategy and a joint commitment to ensuring our customers are serviced to the highest standards.



# 05

## Ricoh and Zebra: A global partnership

The diagram below shows all aspects of our service network and the ways in which we can help you manage your Zebra fleet of devices.



# 06

## The business advantages of choosing Zebra Managed Services

Zebra Managed Services is an easier and simplified way to manage your mobile computing, barcode printers and scanners. Keeping your mission-critical devices maintained, supported and secured will help you improve the resilience of your operations and work to reduce operational failures.

Using Zebra devices will also help you improve the real-time visibility of assets and ensure you can drive down costs by making operations more efficient. In all arenas, Zebra can help you personalise and optimise working and customer experiences, making processes easier, more secure and more cost-effective.

The image features a blue-toned background with a world map and various data visualization elements like hexagons and lines. In the center, there are several icons in white hexagons: a Zebra mobile printer, a folder with a magnifying glass, a warehouse, a forklift, a Zebra mobile PDA, and a Zebra barcode printer. On the right side, there is a block of barcode data:

```
/: 135 325CVERY2 355 89  
/: CCNRAFT 2334 13532 5551568  
/: 1245 345YXDVNM 1345 RERY  
/: 124CSVBTHMY Y Y Y YR6JJ..IO  
  
/: AS13154 14548731/*411343431  
/: ZFA13251 5152454 1321X 1 5 41 1 1 12310XS  
/: 321501123 9DF3T E R VEGD8FTG1 4Z1  
/: 13211 ACDCEW HHTY Z1211454////Z GFG.  
/: VGDLR [ ] ] ZF12231 ... 1455ER112231
```

At the bottom, there is a red horizontal line and the text: "The business advantages of choosing Zebra Managed Services 6".

# 07

## Your critical workflows, protected by Zebra Managed Services

Zebra devices are at the heart of critical business processes in retail, manufacturing, logistics and healthcare.

### Manufacturing

Zebra mobile computers and scanning terminals streamline quality assurance inspections and asset management to achieve optimum traceability and enhanced production processes. We know production happens around the clock; through our Zebra Managed Service, you can obtain maximum uptime.

### Warehouses

Using Zebra computers, scanners, and printers improves inventory, shipping and picking management. We understand your key challenge is increasing efficiency across delivery storage, routes and schedules. With Zebra Managed Services, you can obtain a better overall tracking experience.



### Retail

Whether it's handheld computers for inventory management, barcode scanners for click and collect or enterprise tablets for shop floor selling, Zebra Managed Services will help you increase productivity, innovate customer delivery models and elevate store experiences.

### Healthcare

In healthcare environments, patient safety is paramount. Zebra devices can help you manage medical administration, lab and pharmacy management, visiting nurses and home health. It can also connect clinicians across expansive hospital systems and track, manage, and maintain expensive assets.



08

## Your next steps

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We are a proven managed services provider with the ability to drive performance excellence and digital transformation across multiple locations.

With Ricoh supporting your enterprise-wide Zebra device requirements, you can be sure that your local operations are ready to meet every business opportunity.

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