RICOH Intelligent Support

Device intelligence that delivers exceptional service

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Say hello to RICOH Intelligent Support, a multi-faceted service platform that's so advanced and all-encompassing, it takes customer service and device management to a new level.

Turning customer support on its head, RICOH Intelligent Support is a continuous, pro-active service that keeps your device working around the clock. So rather than stepping in to assist after a problem develops, this extraordinary platform works full-time to anticipate issues and help prevent them arising.

Ricoh's multi-function printers (MFPs) are equipped with a touch-screen operating panel that acts as the interface between you and your machine's diagnostics. With online connectivity, RICOH Intelligent Support expands this functionality to the world beyond your office, so you have access to information, help and parts as you need them to maximise device uptime.

RICOH Intelligent Support continuously monitors the internal workings of your device so it's more resilient and reliable than ever, delivering superb non-stop performance. But if issues do arise, our array of online support resources are available to help fix problems straight away. So from the minute your Ricoh device arrives, our comprehensive maintenance service is there, giving you peerless protection and care.

A sophisticated service platform addressing three key functions

Web help and external assistance

Keep productivity up by managing straightforward maintenance and minor fixes in-house, at the device. If a problem arises, the smart operating panel will identify the issue and tell you how to fix it. You can also look up specific questions and Ricoh's web help functionality will show you relevant content from its extensive online resource.

If you still aren't sure what to do, additional help is on hand with Ricoh's remote support team; simply call them and not only will they talk you through the query but, through real-time screen-sharing and remote access, they'll also be able to operate your MFP, accessing the machine's diagnostics and working with you to sort out issues on the spot.

Internal monitoring and background support

RICOH Intelligent Support enables the internal self-monitoring of your device, automatically installing firmware and security updates to maintain optimal performance of your MFP. So your device is making automatic enhancements without you even needing to know. It automatically installs firmware updates which maintain optimal performance and ensure the security of your MFP. Intelligent Support runs a continuous programme

of analysis to identify how each device is being used. This information is checked against Ricoh's Big Data – a pool of historical device usage information – so that intelligent predictive technology can anticipate maintenance issues before they develop.

And that's what sets this service platform apart; via messages on the operating panel, your device tells you how to keep it working to prevent those paralysing device downtimes of the past.

Rapid installation and effortless set-up

You won't need hours of downtime to set up your new device because a key feature of Intelligent Support is Ricoh's Quick Migration Tool software which takes away the pain of programming your new MFP.

After installing your new machine, this bespoke programme lets you transfer all the device data you'd like to carry across to the new device, migrating User Preference and System Preference settings along with address books and document box images via a secure cloud service. The time-savings and productivity benefits are significant and make the process of acquiring a new Ricoh device intuitive, effortless and cost-effective.

Device self management and instant assistance gives an enhanced customer experience

Ricoh's Intelligent Support platform offers a comprehensive suite of tools, diagnostics and help to give you unparalleled service in an always-on environment.

Easy installation and set-up

Setting up a new device is quick, simple and efficient with our cloud-based data migration software which transfers all the settings, addresses and images from your previous device directly to your new MFP.
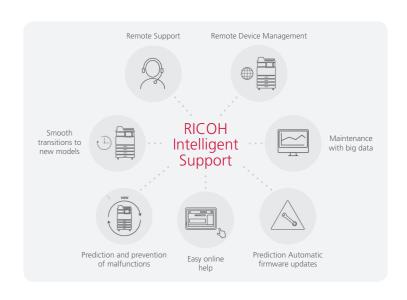
Web help

Relevant web-based support content is available via the operation panel to help you change settings and resolve minor problems when needed. Relevant help content is displayed depending on the application that being used. You can also send this information to your smart device to add the convenience of following instructions while performing the operations simultaneously.

Remote support and device management

Should issues arise, Ricoh's dedicated support staff are on hand to help you fix problems swiftly and effectively, to get your device back in action. With screen-sharing capabilities in real-time, they can guide you through issues or remotely take control to keep your device working, thereby minimising the need for onsite visits and ensuring productivity remains high.

Automatic firmware updates

Rest assured that your business critical data is secure and your device up-to-date, thanks to Ricoh's intelligent print management which automatically downloads and installs firmware updates to the device as soon as they're released, ensuring its ongoing productivity using the latest data, up-to-the-minute security protection and cutting-edge software.
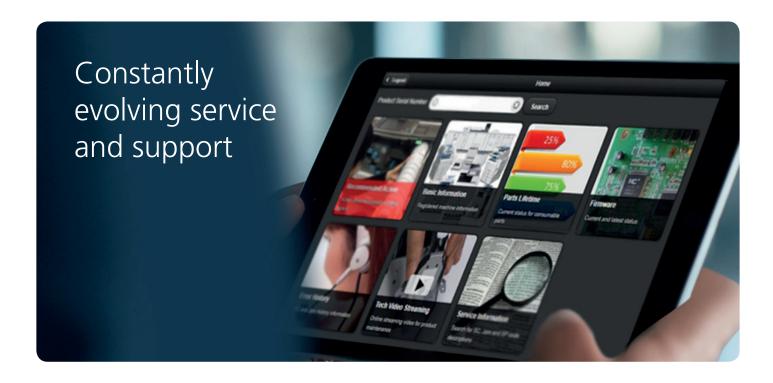
Predictive maintenance

Using state-of-the-art technology, AI analytics and internet connectivity, RICOH Intelligent Support continuously monitors the internal workings of your device, measuring the micro-actions of each process against a huge pool of performance data so adjustments can be made as required in order to avoid potential issues.

Predictive analysis and preventative action

Using self-monitoring results measured against expected performance, Ricoh's MFPs can anticipate potential issues and send corrective instructions to you via the smart operations panel, helping you to quickly solve minor fixes in-house and avoid interruptions to productivity.

Constantly evolving service and support

Outstanding toner management

Another feature of Intelligent Support is its superior toner management, achieved through its refined toner sensors which can read individual pigment levels more accurately. This information is displayed in an on-screen widget that's 'soft locked' to the operation panel so you can see at a glance when replacements should be ordered.

Eliminating the uncertainty of when cartridges need to be changed, the widget changes to a 'replace toner' message when new toner is required meaning you can get the most out of your consumables, saving unnecessary waste and cost as well as minimising the carbon footprint of your MFP.

Omnipresent, rock-solid support

With a service platform that delivers round-the-clock supervision, pro-active maintenance and information, Intelligent Support is designed to keep work flowing, making your Ricoh MFP more reliable and productive than ever before.

And if you do need help, our dedicated support team are just a call away and ready to guide you and your device back into action using remote technology and a fully-integrated suite of resources online, on-site and on demand.

Welcome to the future of device management founded on Intelligent Support.

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