

# Zebra Managed Services

Managed services for Zebra thermal label printers



## Our managed thermal label printing services are designed to keep your business running

### Mission-critical operational processes

Thermal label printers are critical to your day-to-day operation. Barcode labels and QR codes, printed at the point of use, are routinely used to identify products, record information and manage processes.


These processes are often mission critical. You can count on Ricoh to ensure that your thermal label printers remain fully operational.

### End-to-end service management

Maintaining locally deployed devices can be challenging. Remotely managing your fleet of thermal label printers for you, and providing attentive support at the point of use, we can streamline services and reduce the risk of print-related operational failures. It is an end-to-end service that will keep your business running.

### Business Objectives

- Safeguard critical operational processes
- Improve resilience of label printing infrastructure
- Provide fast and effective support at point of use
- Reduce print-related operational failures
- Improve visibility and reduce costs



With Ricoh proactively managing services, less time is lost to print-related operational failures.

Our service desk provides a single point of contact for print-related issues.

## We understand the support issues

Managing label printers can be a thankless task. Despite their operational importance, thermal label printers are often treated as commodities. They are likely to have been acquired locally from different vendors with little consideration given to support. And, with multiple devices deployed in remote locations, providing field support can be a challenge.

## Safeguarding business continuity

We can help. Providing managed services, we will optimise your label printing infrastructure and provide cohesive day-to-day support. Outsourcing the management of thermal label printers to Ricoh will help you to safeguard business continuity by reducing print-related operational failures and improving services at the point of use.

## Expertly managed print services

A world leader in office and commercial printing, we already provide Managed Print Services (MPS) for customers active in markets as diverse as manufacturing, logistics, retail and healthcare. Our consultative approach to printer management is supported by an EMEA-wide service network of nearly 5,000 certified service technicians.

## Zebra Managed Services

- Enterprise-wide fleet management services
- Supply and service Zebra thermal label printers
- Single point of contact for technical issues
- Attentive remote and on-site support
- Next business day exchange option

Ricoh's own certified technicians provide field support for Zebra label printers.

## Adding label printing to the mix

Customers value our Managed Print Services, relying on us to support their office and production printers. Our services save them time and money. Providing a one-stop solution, we can now extend the same expert support to label printers. Ricoh is an official Zebra Premier Solution Partner and can supply, install and service Zebra thermal printers.



## Zebra desktop and industrial printers

Established in 1969, Zebra is an industry leader in thermal label printing. Zebra's products, which include desktop and industrial label printers, are used by manufacturers, logistics companies, retailers, research companies, healthcare providers and other organisations around the world to print barcode labels and QR codes.

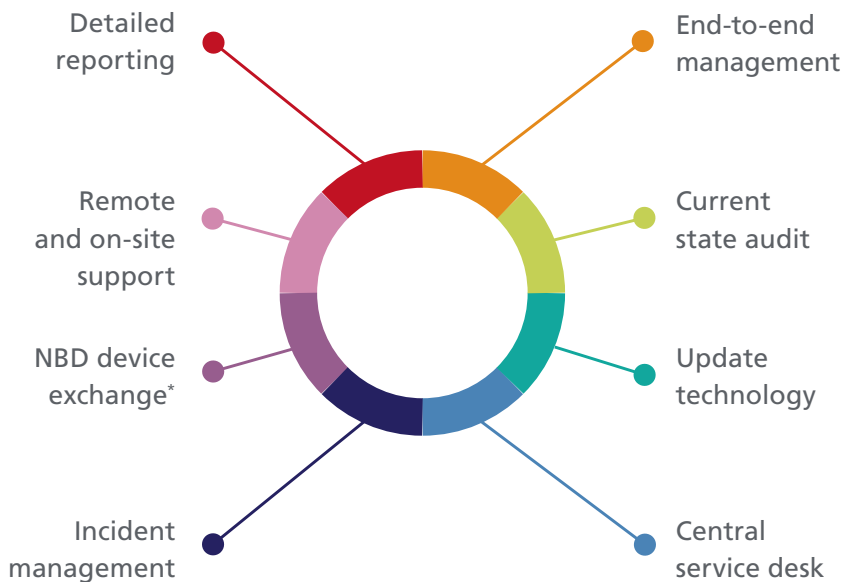


## Smart support at point of use

Partnering with Zebra, and leveraging our EMEA-wide service capabilities, we can extend Managed Zebra Services to your reception desk, your production line, your distribution centre and your shop floor. Providing a single point of contact for your label printing requirements, we will expertly support your existing devices and supply new Zebra printers.



If we cannot resolve the issue, we will despatch a like-for-like replacement.\*



# Zebra Managed Services

## Next business day exchange option\*

To ensure business continuity, we also offer a next business day (NBD) exchange option. If our remote service desk cannot immediately resolve a technical issue, we will despatch a like-for-like replacement. Taking time out of the repair and replacement cycle, our courier-based exchange service minimises downtime.

\*Service option, next business day courier exchange, model and territory dependant

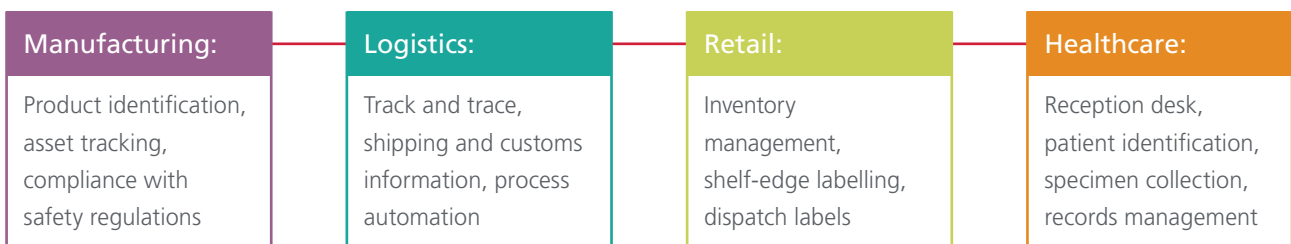
## Bringing our expertise to bear

Outsourcing management of your thermal label printers to Ricoh will enable you to bring expertise in-house without adding to your headcount. We can perform a current state audit, procure and install new technology, train and assist your users, implement software upgrades and provide attentive helpdesk and field support.

## Consistent enterprise-wide services

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

## Mission-critical labelling requirements



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

## Business Advantages

- Systematic management of label printers
- Optimised label printing infrastructure
- Significant reduction in print-related failures
- Regionally/globally scalable service
- Print provided as a service (OPEX)

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