






1 What is the Ricoh Managed Retail Service?

Ricoh's Managed Retail Service (RMRS) combines our Retail Solutions with comprehensive Managed IT Services expertise, providing you with an unrivalled technology platform to empower your consumers and create a better shopping experience. RMRS provides an integrated platform, tailored for the diverse and dynamic Retail landscape. Combining best of breed technologies with instore and remote support, Ricoh can help you streamline and transform Retail operations, taking care of day to day IT whilst providing the tools to enable you to innovate, engage and succeed in the era of omni-channel retailing.




Discover our reliable, agile and scalable service that supports IT today and technology transformation for

- An Op-Ex based Retail Platform
- Supports forward thinking Omni-Channel strategies
- PCI DSS compliant
- Provides mobility & enables retailers to maximise sales opportunities
- Provides key insight via business intelligence and analytics
- Built using the leading industry tools and products

2 Driving efficiency and value from stock room to check out

Retail Corporate Business		<ul style="list-style-type: none"> • Enables supplier consolidation & key partner strategic relationship • Create an Omni Channel strategy to drive sales conversions and revenue • Access to increased business intelligence & analytics
Retail Store Operations		<ul style="list-style-type: none"> • It will help you to increase footfall & keep customers stay in store longer • Enables mobility - your customers will interact with you in more ways • You'll have access to real time data & analytics
Shopping Experience		<ul style="list-style-type: none"> • Your consumers will have more ways to interact with your store • Personalisation - improving the experience you provide your customers • Beat the queues, pay in your preferred method, improve satisfaction

3 The complete end-to-end retail infrastructure service

 Infrastructure	 Professional & Project Services	 IT Managed Service
<ul style="list-style-type: none"> • Hardware • Software • Infrastructure • Procurement • Flexible funding options 	<ul style="list-style-type: none"> • Deployment • Setup • Migration • Project Management • Configuration 	<ul style="list-style-type: none"> • Remote Support • Onsite Support • Service Management • Analytics





4 What aspects of infrastructure are covered by RMRS...?



Managed Retail Services

In Store Managed Retail Support		<ul style="list-style-type: none"> Onsite Store Support Device Exchange 	<ul style="list-style-type: none"> Workshop Services Asset Management
Remote Managed Retail Support		<ul style="list-style-type: none"> Device Monitor & Manage Patch & Update 	<ul style="list-style-type: none"> Infrastructure Security Freemium Analytics
Back Office Managed Retail		<ul style="list-style-type: none"> End user devices Productivity 	<ul style="list-style-type: none"> Collaboration Print

Retail Innovation Services

Consumer Analytics, Mobility, Visual Media, Omni Channel, Apps, New Marketing, FR Support		Improved consumer engagement, improved brand awareness, personalised shopping experiences, Enhanced Sale Retention, Omni Channel expansion
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For more information contact your **Ricoh Account Manager** or visit www.ricoh.co.uk/retail