

# EMPOWER WORKERS TO IMPROVE CUSTOMER EXPERIENCE & EXCEED EXPECTATIONS

# 89%

OF CUSTOMER-FACING WORKERS SAY THAT THERE'S A GAP BETWEEN THE EXPERIENCE THEY CAN DELIVER AND THE EXPERIENCE THE CUSTOMER WANTS.\*

## ! CHALLENGES

- POOR INFORMATION ACCESS
- INEFFICIENT PROCESSES & SUPPORT
- OUTDATED TECHNOLOGY

## 💡 BY IMPROVING DOCUMENT PROCESS SUPPORT



EASY ACCESS  
TO INFORMATION

STREAMLINED  
WORKFLOWS

BETTER COMMUNICATION  
TECHNOLOGIES



YOU ENABLE MORE PERSONALIZED SERVICE



AND HELP DIFFERENTIATE YOUR BUSINESS

**RICOH**  
imagine. change.