EMPOWER WORKERS TO IMPROVE CUSTOMER EXPERIENCE & EXCEED EXPECTATIONS



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

CHALLENGES

- ightarrow poor information access
- → INEFFICIENT PROCESSES & SUPPORT
- ightarrow outdated technology

BY IMPROVING DOCUMENT PROCESS SUPPORT



YOU ENABLE MORE PERSONALIZED SERVICE



BETTER COMMUNICATION

TECHNOLOGIES

AND HELP DIFFERENTIATE YOUR BUSINESS



*Source: Forrester Consulting Thought Leadership Paper commissioned by Ricoh "The New Workplace Reality: Enterprises Must Capture the Soul and Spirit of the Emerging Worker", December 2013.

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