



RICOH ProcessDirector™ and RICOH Supervisor™ Integration

Positioning Guide

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How do RICOH ProcessDirector and RICOH Supervisor work together?

RICOH ProcessDirector, the leading automated end-to-end workflow management solution designed to capture, transform and manage data and processes for greater operational efficiency and profitability, can now be integrated with RICOH Supervisor, collecting and visualizing operational data into customizable dashboards. This integration provides more information about your jobs than what printers know – document counts, properties such as customer or application names, or reprint counts from inserter damages. Together, these solutions empower users with the data transparency they need across all devices and locations to optimize utilization, deliver jobs on time, boost customer satisfaction and confidently make strategic investments and business decisions that improve their bottom line.

How is this integration offered and implemented?

To take advantage of the integration between RICOH ProcessDirector and RICOH Supervisor, customers must acquire both RICOH ProcessDirector and RICOH Supervisor, along with associated features that enable data collection and reporting capabilities.

What marketing materials are available to share with customers?

- Product brochures and customer-facing presentations on RICOH ProcessDirector and RICOH Supervisor are available in the [Internal Collab Portal](#)
- Free 60-day trials of RICOH Supervisor and RICOH ProcessDirector can be requested from www.ricoh.com

Who do I contact if I have an interested customer or prospect?

Contact the RICOH ProcessDirector or RICOH Supervisor SME in your region to help drive the sales process forward.

What is the value proposition for this offering to customers?

- **Visualizing job and document production volume**, as well as printer and inserter throughput with customizable dashboards, enables customers to identify bottlenecks and areas for process improvement
- **Measure and maximize operator productivity** while RICOH ProcessDirector collects data from operator actions on jobs, printers, and inserters, RICOH Supervisor tracks data from the printer actions, tracking key performance metrics which can help customers optimize their resource allocation
- **Understand historical trends and costs** Connecting RICOH ProcessDirector and RICOH Supervisor enables customers to visualize their job and device data using customizable dashboards, giving them the data they need to enhance decision making and operational performance



Qualifying Questions

Use these questions to start a conversation with the customer.

Are you able to analyze your historical data to plan for future business decisions in the short and long term?

- Do you know what steps in your workflow take the most resources and may be causing bottlenecks in your system?
- How reliable is your data? Is it error-prone from manual data entry? Is it automated directly from the devices and software doing the work?

How visible is the data you are collecting about your operation?

- What are the finishing and insertion functions required by your clients and how do you track utilization of your equipment?
- Are you able to easily report on how many SLAs were met and missed each month?
- Do you have a dashboard that shows your performance against KPIs?
- Is the number of reprints growing or shrinking?
- Is your volume of output in other channels increasing or decreasing?

Do you have a clear understanding of your device utilization and use of consumables?

- Do you know your throughput volume across all devices and all locations?
- Do you understand what factors impact your throughput?
- What is your ink and paper usage per device and per job?
- Do you know what percentage of time a printer is printing, idle, or down?
- Are there certain devices that can take on more jobs to balance the workload?

Do you have insight into how your staff is deployed across your organization?

- How many operator hours are spent managing each device?
- Are there certain devices that require more staff hours to maintain?
- Do you know how many jobs or documents each operator is printing monthly?