

High quality at high speeds: OSG Billing Services to increase productivity and business growth with two RICOH Pro VC60000 systems

DSG is the first customer in North America to implement new next-generation continuous feed inkjet platform; success led to a second system purchase to further drive enhanced customer communications

MALVERN, PA, September 14, 2015 - Ricoh Americas Corporation today announced that OSG Billing Services (OSG), a leading provider of integrated multi-channel print and electronic solutions, is the first North American company to successfully implement the RICOH Pro VC60000 next-generation continuous feed inkjet platform. Due to the success of the first installation, OSG has purchased a second system furthering its partnership with Ricoh. OSG is using the RICOH Pro VC60000 to streamline its operations, enhance their future growth and more quickly meet customer demand for high-quality, high-volume transactional documents.

With over 25 years' experience as a business outsourcer for total customer communication management, OSG is an award-winning business technology partner that serves the needs of the telecommunications, financial services, healthcare, homeowner associations, local governments, and home services markets. OSG offers comprehensive and flexible solutions including electronic billing and invoice/statement services, a suite of multi- and cross-channel marketing solutions, and transaction document printing and mailing for thousands of customers.

OSG was seeking a reliable solution that could keep up with its increasing rate of impressions, enable new customer applications, and open up new revenue streams while continuing to meet its customers' strict demands for quality, accuracy and speed - all without requiring additional operator oversight or costly power use. With the RICOH Pro VC60000, OSG is able to consolidate a wide variety of applications that were previously printed on multiple systems onto a common platform, decreasing inefficient shifts in work, and increasing speed and productivity. The RICOH Pro VC60000 prints at high-quality 600x600 resolution at nearly 400 feet per minute, enabling OSG to produce enhanced customer communications at a rapid pace. The forthcoming second RICOH Pro VC60000 system will help OSG continue on this growth path.

"Reputation is everything in our business. Providing outsourced transactional document services alongside customer communications management demands that we be productive, efficient and

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cost-effective, while always striving to keep up with our customers' demands for new applications and reliable quality," said John Springthorpe III, President and Chief Operating Officer, OSG. "Productivity was a key factor in why we chose the RICOH Pro VC60000 inkjet platform, and we were so impressed with the technology that we've purchased a second system. Ricoh's commitment to service was equally important in our choice to partner with them on streamlining our operations:

"We're dedicated to raising expectations for high-volume document production and outpacing demand. The print quality and speed of the RICOH Pro VC60000 offer compelling value for our mission," said John Delaney, Executive Vice President of Operations, OSG. "The capability to print our transactional documents at 600x600 resolution at 400 feet per minute isn't just another spec. It's an invaluable technology that quickly delivers quality, engaging transactional documents to our customers, and to their customers, in a market where enhanced client communications is critical to the competitive landscape:

The RICOH Pro VC60000 is capable of producing customized direct mail, books and marketing collateral, and provides a function-rich, comprehensive solution for customers who are already using digital print but want to streamline their operations, as well as those who are new to digital color. The platform's proprietary printheads and dynamic variable drop technology is capable of producing near-offset physical resolutions of up to 1200x1200 dpi. It supports a wide range of ink types, paper stocks and file formats, along with support for process and spot colors and International Color Consortium (ICC)-based color management. With its modular architecture, the RICOH Pro VC60000 is highly configurable to meet users' unique needs, and highly scalable to grow with users and protect their investments as those needs change.

"As the transaction printscape evolves, print service providers like OSG are looking for more opportunities to increase value and ROI for their customers, and themselves," said Andre Brazeau, Vice President of Production Print Solutions, Ricoh Americas Corporation. "We're honored to be working with them as they've implemented the RICOH Pro VC60000 to transform their operations and to realize the return on investment that next-generation inkjet provides. Their purchase of a second system symbolizes that our technology and service deliver on the promise of next-generation inkjet."

To learn more about how the RICOH Pro VC60000 can help your business streamline operations and capitalize on new application opportunities, [visit http://rpp.ricoh-usa.com/products/production-printers/continuous-feed/ricoh-pro-vc60000](http://rpp.ricoh-usa.com/products/production-printers/continuous-feed/ricoh-pro-vc60000).

About Ricoh

Ricoh is a global technology company specializing in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions. In the financial year ending March 2015, Ricoh Group had worldwide sales of 2,231 billion yen (approx. 18.5 billion USD).

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialized industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives. Under its corporate tagline, *imagine. change.* Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For further information, please visit www.ricoh.com/about/

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