

Ricoh Hybrid Mail

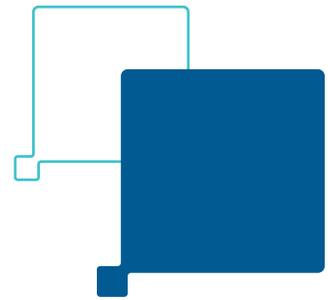
Ricoh Production Software & Solutions



A better way to **manage**
outbound mail **remotely**

RICOH
imagine. change.

Streamline the production of ad hoc print and mail.



Ricoh Hybrid Mail addresses today's reality of remote work with a seamless solution for businesses that need to mail outbound communications to individual recipients. By replacing on-site departmental printers and pre-printed stationery with a secure web-based print driver, Hybrid Mail enables users to confidently submit their jobs to a remote print room, where they are printed, inserted and mailed based on pre-established workflows.

Exclusive to Ricoh, Hybrid Mail alleviates the workflow challenges faced by corporations, retail, banking and insurance, local government, school and education offices and the commercial print providers who support enterprise customers. Hybrid Mail also meets the needs of businesses that are looking to take a step toward digital transformation and want to do it at their own pace.



Remote work adds challenges, along with opportunity.

Your customers and staff are working remotely. The difficulty this adds to printing and mailing is compounded by lingering inefficiencies: the handling of unstructured ad hoc jobs and the time- and cost-intensive manual tasks involved in steps like printing, folding and stamping. The complexity mounts when you factor in files that originate from various sources, locations and departments. With a centralized solution that removes manual steps, everyone benefits:

- Employees gain the ability to submit jobs from anywhere via a web portal
- Companies reduce the risks associated with missed deadlines
- End recipients receive printed communications faster



Minimize the difficulty and effort of on-demand jobs.

One-off print and mail jobs require extra hands-on attention. Created outside template-based workflows, they involve a variety of applications and file formats. The accumulation of these single-print jobs — traditionally produced across a company on local devices and pre-printed stationery — holds the potential for significant savings. Use Hybrid Mail to:

- Free up individual staff time, reallocating valuable hours and resources
- Assure brand standards are maintained via one centralized location
- Increase productivity across departments through a seamless user experience



Consolidation leads to convenience and cost savings.

Whether you're responsible for outbound print communications in an enterprise environment or run a commercial print shop, the expense of ad hoc mailing is an often-overlooked source for savings. Centralization, automation and postal discounts not only lead to considerable cost reduction but also to higher revenue through increased capacity. Typical applications include:

- Certificates, contracts and declarations
- Reminders, promotions and announcements
- Business, dispute, collection, confirmation, credit and welcome letters

Efficiently manage remote printing.

With a standard print driver and web portal to submit and view print jobs, the procedure remains seamless and familiar for your remote staff and customers. On approval, documents are securely processed and routed to an internal or external print location, where they are batched, printed and enveloped.

Offer business continuity.

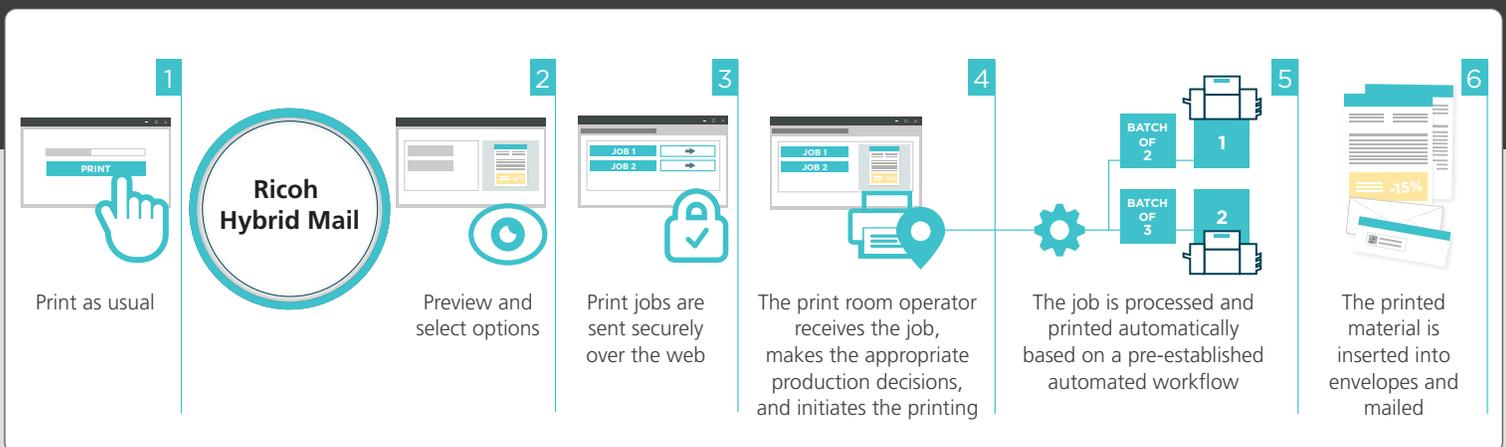
Ricoh Hybrid Mail allows customers to print from a Windows® environment via the internet 24/7. As a result, organizations achieve business continuity and reduce costs while sending consistent customer communications without compromise.

Automate and optimize.

The remote print room will receive customers' pre-approved, print-ready jobs, ready for use in upstream production processes. This creates a seamless process both for customers and service providers. The solution can also be expanded to handle structured transactional documents, host printing, and both print and digital HTML based output.

Upgrade customer experience.

With Ricoh Hybrid Mail, your clients vet their documents in an interactive preview and web form. There, they can select digital stationery, envelopes and duplex options (custom options and corporate branding can be added to the web form with Ricoh Professional Services). Email notifications are automatically sent at every stage of the process. With Ricoh Hybrid Mail, customers stay informed and confident while service providers routinely communicate their jobs' progress.



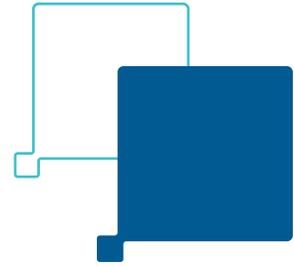
Benefits for corporate and enterprise.

- Use a simple and intuitive web interface available 24/7
- Receive alerts at each stage of the process
- Stay in control of branding, finishing and inserts
- Eliminate overhead for paper, envelopes, toner and postage
- Replace expensive pre-printed stationery with on-demand digital stationery
- Rely on secure transmissions with no complex registration or login process
- See a live preview of envelope size and window location, digital stationery, page order, simplex and duplex options

Benefits for commercial print.

- Onboard more customers and upsell existing customers
- Become a true full-service facility
- Receive pre-approved documents
- Automate the handling of print jobs
- Consolidate, sort and batch jobs
- Reduce management costs and offer cheaper rates
- Deploy easily with minimal user training and additional IT investment
- Utilize internal or external print room locations, maximizing production and postal efficiency

Ricoh Hybrid Mail Solution at a Glance



Product capabilities and functionality:

Document submission:	<ul style="list-style-type: none"> ▪ Upload PDFs ▪ Print from any Windows® application
Print driver:	<ul style="list-style-type: none"> ▪ Microsoft® approved Windows print driver ▪ Easy installation, no user configuration required ▪ Can be deployed via mass installation techniques such as MSI/SMS
User dashboard:	<ul style="list-style-type: none"> ▪ View details, preview, apply up to two signatures ▪ Multi select to delete jobs ▪ Download jobs (direct output mode) ▪ Monitor job status ▪ Filter by status and group ▪ Sort by status and date submitted ▪ Search jobs
Approval dashboard:	<ul style="list-style-type: none"> ▪ View details, preview ▪ Multi select to approve, reject (with comments) and delete ▪ Filter by status and group ▪ Sort by user and date submitted ▪ Search jobs
Configure job:	<ul style="list-style-type: none"> ▪ Live Preview ▪ Document information – name, document, page and sheet counts ▪ Boundary settings – select single document, fixed or variable length ▪ Document Type – select from a list of pre-set document types ▪ Envelope Types – auto select with user override ▪ Attachments – apply one or more PDFs to each document
Output dashboard:	<ul style="list-style-type: none"> ▪ View job details, preview ▪ Select output process ▪ Multi select to print, release (with comments) and delete ▪ Filter by status and group ▪ Sort by status, user and date submitted ▪ Search jobs

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