

*For immediate release*

**For further information, contact:**

Jennifer Piano <press@spencer.com>  
1-631-367-6655

## *spencerMETRICS* TEAMS WITH RICOH AMERICAS CORPORATION FOR DIGITAL PRINT PRODUCTIVITY INTELLIGENCE

Melville, NY – 13 September 2015 – SPENCERMETRICS LLC is pleased to announce that it has teamed with Ricoh Americas Corporation to add the *spencerMETRICS* solutions to Ricoh's production print solutions portfolio. Ricoh has become an Authorized Reseller of the upcoming *spencerMETRICS* CONNECT™ solution as well as the standard product. These solutions address key pain points for print service providers looking to improve their productivity and competitiveness in this new world of work.

The *spencerMETRICS* productivity tools are focussed on reducing production equipment operating cost and increasing the opportunities they provide – by managing equipment, processes, and resources to reduce press downtime. Efficient shop floor data collection, centralized data storage and analysis, and real-time, intuitive productivity intelligence reporting will enable Ricoh customers to make proactive process improvements and informed hardware decisions, resulting in increased profitability and return-on-investment.

---

***“We signed on with *spencerMETRICS* because we care deeply about our customers’ productivity ...to further help customers make the most of their technology investment.”***

– Ryan Kiley, Director, Strategic Production Services,  
Production Printing Business Group,  
RicoH Americas Corporation

---

Ricoh expands the *spencerMETRICS* distribution channel, offering the shop floor data analysis system to the full range of Ricoh production customers across the Americas. The partnership furthers Ricoh's efforts to increase the productivity and profitability of its customers ranging from those with a single press to those with a multi-plant network. *spencerMETRICS* solutions will be available with Ricoh's full production printing lineup, including RICOH Pro C9110 and RICOH Pro C7110 series of cut sheet devices as well as the RICOH Pro VC60000 series ink jet continuous feed platform.

“We signed on with *spencerMETRICS* because we care deeply about our customers' productivity and continually work to find new tools to incorporate within our portfolio that boost their operations' efficiencies,” noted Ryan Kiley, Director, Strategic Production Services, Production Printing Business Group, Ricoh Americas Corporation. “Combining Ricoh's unique assessment technology, TCRU program, and Integration Services portfolio with the *spencerMETRICS* solutions, Ricoh is positioned to further help customers make the most of their technology investment.”

David R Spencer, President/CEO of SPENCERMETRICS, added, “Ricoh is a proven leader with an award-winning portfolio of both cut-sheet and continuous-feed production printing hardware and solutions. In combination with our unique and powerful productivity software, Ricoh's production

\* \* \* *continued* \* \* \*

print portfolio will provide their customers with effective product solutions that deliver high quality output with excellent productivity.”

The *spencerMETRICS* system supports continuous improvement initiatives such as reducing the high cost of overtime and waste, identifying training needs, optimizing resource allocations and limiting expenses. By shortening cycle times, optimizing schedules, creating more capacity, and increasing saleable output, the solution significantly increases opportunities. For those organizations that view print production as a lean manufacturing process, the solution also supports OEE.

The *spencerMETRICS* system works with any digital press regardless of make, model, or type, so technologically diverse printing companies are able to realize operational efficiencies across their platforms. The system’s cloud-based architecture allows real-time analysis, anytime, anywhere.

### SPENCERMETRICS LLC

Dedicated to serving the user needs of modern production printing through innovative software solutions and services, SPENCERMETRICS LLC was recently spun off from the *spencerLAB*® division of SPENCER & ASSOCIATES PUBLISHING, LTD. SPENCERMETRICS is dedicated to providing operational insight and reducing wasted downtime in production printing.

Since 1989, the *spencerLAB* independent testing facility has earned an international reputation for expertise in benchmarking color print quality, consumable yield/cost-per-print, reliability, usability, and especially productivity for a wide variety of printing technologies. *SpencerLAB* also provides focus group management, benchmark test software/hardware, and custom consulting.

For further details please visit [www.spencermetrics.com](http://www.spencermetrics.com).

### Ricoh Americas Corporation

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/](http://www.ricoh.com/about/).

© 2015 Ricoh Americas Corporation. All rights reserved. All referenced product names are the trademarks of their respective companies.

\*\*\* End \*\*\*