

Production Printing Solutions

RICOH
imagine. change.

RICOH ProcessDirector™

Automated Workflow Management



Efficiency and automation
at every stage in your workflow

A scalable **workflow automation** solution that meets modern communication challenges

The vendor-neutral design and open architecture of RICOH ProcessDirector™ help you to unify legacy and disparate systems, automate manual steps and provide transparency at every stage of job production. Capture, transform and manage information in ways that streamline operations, reduce total cost of operations and improve customer confidence. A drag-and-drop interface allows you to onboard new work with ease and the web-based real-time dashboard empowers managers to view entire operations across multiple locations in one view.

From high-volume continuous feed to sheet-fed operations and electronic channels, RICOH ProcessDirector is depended on by healthcare, financial and insurance institutions, printers, manufacturers, retailers and government agencies. Subscription and perpetual pricing options make RICOH ProcessDirector an accessible solution for a wide array of organisations with varying workflow and communication needs.

Expect a **strong return** on investment

RICOH ProcessDirector addresses specific operating challenges to help teams gain more efficiency, productivity and profitability during every stage of document production.

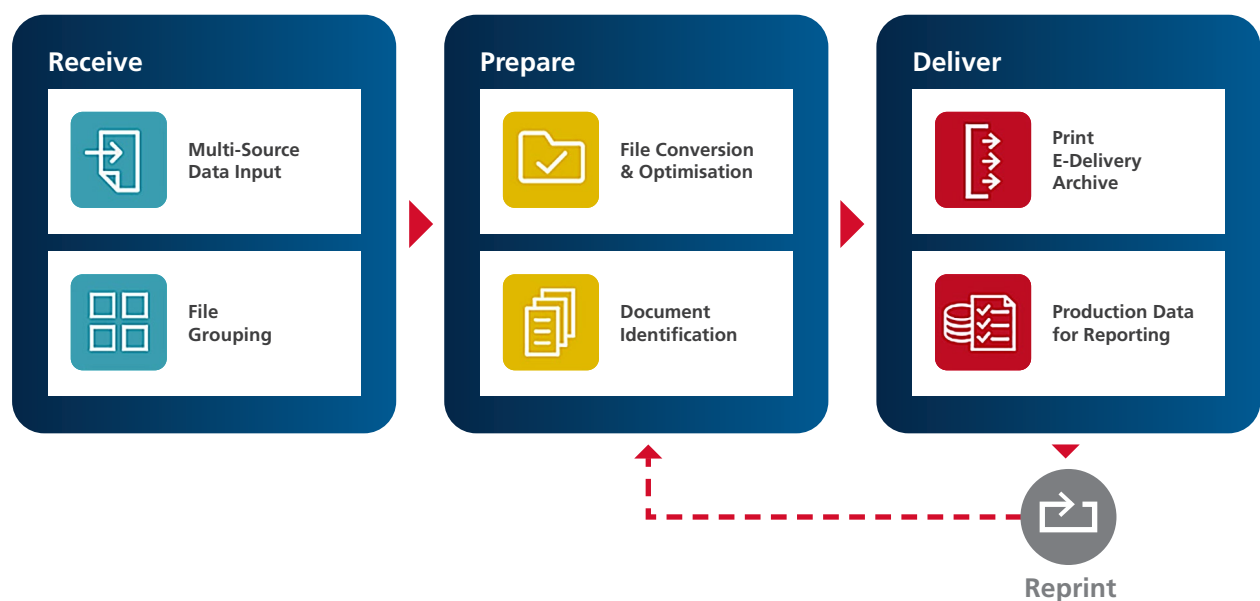


Differentiate your business with these competitive advantages

- Integration of disparate and legacy systems to maximise workflow efficiency
- Strong customer relationships from meeting SLA commitments
- Comprehensive visibility of operational data from job completion to printer utilisation
- Confidence in helping achieve 100% output integrity, with audit-ready production history
- Minimised mailing costs due to streamlined handling and maximised postal discounts

Consider Ricoh's Automated Workflow Management Solution

To meet the modern requirements of communications management, businesses need an adaptable solution that enables them to overcome workflow challenges and gain visibility into every job from receipt to delivery.





Tracking and compliance

RICOH ProcessDirector tracks documents from receipt to delivery, allowing for greater transparency to satisfy customer inquiries and meet critical SLAs.

- Easily research production history of individual documents, generating a piece-level audit trail.
- Verify that every piece is produced accurately using either network-capable inserters or barcode scanners, and automate reprints of damaged or missing pieces.
- Collect and store document and job properties along with input and output print files for long-term storage, retrieval, reprinting and online viewing.
- Create your own user groups to control access to job and printer actions for greater security.



Workflow automation

Easily build complex workflows to compose, transform or optimise your data for delivery, no matter the job size. A drag-and-drop workflow builder makes it easy to integrate other applications and add business rules for conditional processing, streamlining job setup for repeatable results.

- Specify finishing, media and duplex instructions, even in the middle of a job. Perform last-minute pull requests.
- Create a full audit trail, including manually deleted jobs. Automatically reprint mailpieces damaged during insertion.
- Integrate with other systems via command execution, hot folder or web services.
- Merge electronic forms with variable data in one printing pass, eliminating storage costs and manual workflows associated with preprinted forms.
- Connect to Quadient inserters that use the Automated Insertion Management System (AIMS) software, creating an ideal solution for small-to-midsized operations.





Enhanced output management

Put all your systems and equipment to their best use by helping to integrate disparate and legacy systems, simplifying every step of the production output process.

- Reduce the number of manual touchpoints avoiding costly errors.
- Obtain 100% integrity in a “touch-and-toss” environment. RICOH ProcessDirector identifies missing pieces, resubmits them for printing and reconciles each job before moving it to the next step.
- Exercise document-level control for jobs with AFP and PDF natively, without transforms. Process PDF jobs with a mix of simplex and duplex sheets, eliminating click charges for blank sides.
- Save time by working with fully composed PDF files using rules-based processing such as choosing different images or paper for select clients.



Postal optimisation

Streamline mail handling to reduce human touchpoints and achieve lower postal costs.

- Perform postal cleansing to update addresses in PDF and AFP documents to minimise return mail costs.
- Sort documents to print in an order that maximises postal discounts.
- Combine documents for the same recipient into a single envelope.
- Pool documents from multiple jobs with like properties and achieve optimal postage rates.
- Add the maximum number of inserts in each envelope to obtain the lowest achievable postal rate class.



Multi-channel delivery

Manage personalised, multi-channel communications to deliver individual documents via a customer’s preferred channel by integrating their delivery preferences into production workflows.

- Read preference changes from a file that can be updated from your company’s website.
- Interface with other web applications to fulfil a customer’s digital delivery preference, even applying changes after composition.
- Send email through your email provider as a step in the workflow.

“RICOH ProcessDirector continues to provide best-in-class workflow automation as it integrates with other industry-leading applications for high-fidelity, multi-channel communications. It is built on a future-proof scalable architecture providing end-to-end efficiency, document-level tracking, and powerful reporting for business intelligence.”

— **Kaspar Roos, Founder & CEO, Aspire CCS**

RICOH ProcessDirector add-on features

Production efficiency

AFP Support

Add AFP job- and document-level controls, without having to make changes to the source application that creates the job.

Advanced Document Processing

Combine documents from different files with the same attributes into an efficient production job. Merge documents for the same recipient into a single envelope.

Archive

Archive jobs as a step in the workflow and use the search options to find a job or document, view it, reprint it or take other actions. Store the production history of each document, simplifying research and audit-ready reporting.

Automated Verification

Scan unique barcodes on individual mail pieces to track items throughout production and automatically generate reprints for damaged or missing pieces.

Deadline Tracker

Set deadlines as jobs move through your shop to keep on track with your SLAs. Be alerted via e-mail when expected work does not arrive or is late.

Inserter Management

Configure small and large inserters as part of a workflow system to track individual mail pieces, automate reprint management, and create and manage a materials library.

Online Backup

Keep production environments running while performing online backups to prevent lost work.

Postal Optimisation

Achieve postage savings through extraction of address information for third-party software address-cleansing, optimised sorting and manifesting.

Preprinted Forms Replacement

Reduce the inventory costs and management overhead of preprinted forms by merging electronic forms with your AFP and PDF jobs and printing on plain paper.

Transforms

Manage and manipulate data with industry-leading transforms.

Integrations and connections

- Avanti Slingshot® Connect
- Enfocus PitStop Connect
- MarcomCentral® Connect
- Quadient Express Connect
- RICOH Supervisor™ Connect
- Ultimate Imposition® Connect
- Web Services Enablement

Connect
RICOH ProcessDirector
to RICOH Supervisor™
and get more
out of your data



- Visualise your job and document production volume, as well as printer and inserter throughput, with customisable dashboards.
- Utilise historical data and generate trend reports for capacity planning, production optimisation and operator productivity.
- Understand how to leverage your operational data to make better data-driven investment decisions.



RICOH ProcessDirector specifications at a glance

RICOH ProcessDirector is compatible with most standard operating systems and hardware. Check with your local sales representative to determine compatibility with your specific hardware and software environment.

System

Requirements:

- 8 GB RAM minimum, 16 GB RAM or more if any document processing function is required
- 200 GB or more disk space
- SLES 12 with Service Pack 1 or later for x86_64
- SLES 15 with Service Pack 1 or above for x86_64
- Red Hat Enterprise Linux 7.6 through the latest 7.x
- Red Hat Enterprise Linux 8.1 through the latest 8.x
- Windows Server® 2016 (64-bit)
- Windows Server® 2019 (64-bit)
- AIX Version 7.2 TL3 with Service Pack 3 or later
- Google Chrome, Mozilla Firefox, Chromium Edge browser
- CentOS Linux 7.7 for x86_64 and higher
- Cannot be installed on CentOS 8

Submission

Methods:

- LPR
- File copy to hot folder
- Poll directories on secure FTP site
- z/OS® AFP Download Plus (with optional AFP Support feature)
- Download for z/OS (with optional AFP Support feature)
- REST and SOAP web services
- Authorised users can drag and drop onto RPD GUI



Next Step

Speak with your Ricoh sales representative to request a demonstration to personally experience the impact RICOH ProcessDirector can make in your organisation.

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