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# Customer Reference Document: Ricoh Communications Manager V1.0 (5765-H60)

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## Overview

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RICOH Communications Manager (RCM) provides a Cloud-resident workflow platform that allows its users to integrate the many processes involved in producing a customer communication into a consolidated view. Customer account representatives at a service provider can create and track projects for each of their clients or departments. Administrators can set up connections to FTP sites and web applications to exchange data with Ricoh Communications Manager. Operations personnel who monitor jobs in the system can prioritize, stop, resume, or restart jobs as needed. Supervisors and managers can consult a dashboard to get an overview of the status of work in the system at any time. Each user can configure what information they want to see about the projects, job, and workflows in the system.

Each subscriber to Ricoh Communications Manager has their own secure cloud environment where they control who can access what functions of Ricoh Communications Manager based on their roles at the company. Ricoh Communications Manager can poll web applications using SOAP or REST web services or websites using Secure FTP to look for work arriving from customers or applications. Composed files such as Portable Document Format (PDF) or Advanced Function Presentation (AFP) data streams or unformatted data files such as Extensible Markup Language (XML) or JavaScript Object Notation (JSON) can be processed as jobs in Ricoh Communications Manager. Workflow steps allow you to do such common tasks as:

- Identify document boundaries in PDF or AFP files corresponding to different recipients
- Apply markup to the PDF or AFP files based on business rules
- Email jobs or documents using the email service provider of your choice
- Map items in JSON or XML to properties needed to manage the job
- Send or receive data using SFTP, SOAP, or REST protocols during processing of a job
- Process files containing additional document properties, such as a recipient's preferences for message delivery or their purchase history, to be used in targeting future communications

A powerful workflow engine allows users to automate the handoffs between different people and applications that process a job. Manual steps in a workflow can give visibility to processes not yet integrated into the platform by tracking who performed the action and how long it took. Legacy applications that are not configured to use SFTP or web services can be integrated with the help of Ricoh's Professional Services team. Processes that are common across clients can be built into a single workflow, making it easier to onboard new applications that have similar processing requirements. Conditional branches in a workflow can test job properties to determine which branch to follow for each application and set other properties based on that branch.

Subscribing to the Cloud-resident Ricoh Communications Manager platform frees customers from the burden and expense of on-premise hardware and software. Updates and enhancements to the platform are deployed as soon as they are ready. The Ricoh Operations team can scale a customer's instance of Ricoh Communications Manager as demand grows.

## Benefits

- Helps service providers centralize the information about the work they are performing for each client
- Reduces the cost of managing individual solutions and the infrastructure to run them
- Help maximize competitive advantage by utilizing existing investments in tools more efficiently using automated workflows instead of separate point solutions
- Manage workflows from an intuitive dashboard interface

## Features

- RICOH Communications Manager is a hosted communication services hub that enables digital transformation within the enterprise
- Industry-standard interfaces provide a vendor-agnostic method to integrate processes under one umbrella application
- Configurable dashboards give users the opportunity to display the information they want about each object in the system
- Workflow automation, with secure FTP, web services APIs, and integrated preference management
- A secure environment designed with compliance requirements including HIPAA, GDPR, and PCI in mind

## Software Requirements for RICOH Communications Manager

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The RICOH ProcessDirector Plug-in for Adobe Acrobat is provided as part of RICOH Communications Manager. It can be installed on a workstation, and requires one of the following:

- Windows 10
- Windows Server 2012 R2
- Windows Server 2016

In addition, the following are required on the workstation:

- One of these versions of Adobe Acrobat:
  - X Pro (Version 10.1.1 or higher) or XI Pro
  - 2017
  - DC
- Java 1.8
- 2GB RAM dedicated to the application

## Offering

This offering will be available through an annual subscription that includes all maintenance and support and a usage-based billing component. If a customer does not renew, they will no longer have access, which differs from a normal perpetual license offering.

## Ordering Information

RICOH Communications Manager is composed of a base subscription. For detailed ordering information contact your local Ricoh representative.

The following table contains the base and optional features for RICOH Communications Manager V1.0.

Item Code	Description	Base / Optional
5765-H60	RICOH COMMUNICATIONS MANAGER	Base
5765-H60-0001	RCM BASE ANNUAL SUBSCRIPTION	Base
5765-H60-0200	RCM BASE ANNUAL SUBSCRIPTION RENEWAL	Base
5765-H60-0004	RCM BASE USAGE ANNUAL SUBSCRIPTION	Base
5765-H60-0210	RCM BASE USAGE ANNUAL SUBSCRIPTION RENEWAL	Base
Professional Services – ISF	Implementation & Setup	SOW
Professional Services - ASF	Custom Integration & Development	SOW

Notes:

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- RCM Base Annual Subscription also requires the purchase of RCM Base Usage Annual Subscription
- Maintenance is included in RCM Base Annual Subscription
- Additional RCM Base Annual Usage can be purchased if exceeded
- RCM Base Usage Annual Subscription expires annually on the renewal date
- All Professional Services ISF and ASF is performed on a SOW basis

## Software Environment

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### Subscription Model

Taking advantage of a Software as a Service (SaaS) model, Ricoh Communications Manager is conveniently priced on subscription terms and new feature sets are easily accessible upon their release, minimizing IT requirements. Customers can purchase one-year to five-year subscriptions which allows them access to the latest technologies and technical support. In the event of a subscription expiration customer data will be stored for a 30-day grace period.

### Cloud Security and User Access

Safeguarding data and providing confidence in the stability of a cloud-hosted platform are primary goals for Ricoh. Ricoh Communications Manager offers rigid security and encryption protocols and is built on a world-class web services platform to deliver consistent, predictable performance leveraging the highest standards in the industry.

Ricoh will continuously work to ensure its cloud environment meets all obligations under applicable county, state and federal laws and regulations, as well as applicable industry rules and standards. When customers consider Ricoh, these approaches can help them confirm that our applications meet their security, compliance and data processing needs.

Security documentation available upon request after November 16, 2018

### Data Interface Requirements

RICOH Communications Manager includes the following connection methods and protocols for exchanging data with other systems:

Secure FTP  
REST web services  
SOAP web services

## Documentation

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All documentation will be available to the customers online through the User Assistance application. To access the User Assistance application, use: <https://help.ricohsoftware.com/rcm>. There are no downloadable documents, however users can print what they need from the online application.

The User Assistance application allows users to search topics and keywords for configuration and troubleshooting the software. Some examples of what can be found in the application are:

- Overview
- Account Administration
- Configuring the System
- Managing Objects
- Working with Jobs
- Troubleshooting
- Reference

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## Language Support

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RICOH Communications Manager V1.0 will be initially available in English. Planned future translations are French, Italian, Dutch, German, Spanish, and Japanese.

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## Limitations

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See User Assistance documentation.

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## Customer Responsibilities

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The customer is responsible for registering and purchasing the base subscriptions. The customer is also responsible for using the product in accordance with the Subscription Agreement which can be found at this Web link: <https://app-masterricohsoftware.com/assets/pdf/TermsCommunicationsManager-en.pdf>.

Additional customer responsibilities can be found in the Software Support Handbook under the “Your responsibilities” section. To access the handbook, go to <https://www.ricoh-usa.com/en/support-and-download> and scroll down to the Commercial & Industrial Printing Support section.

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## Terms and Conditions

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RICOH Communications Managers offered by Ricoh USA, Inc. in the United States and by one or more of its affiliates in selected countries outside of the United States, collectively (“Ricoh”).

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh are contained in the applicable contract documents, such as, but not limited to, the RICOH Communications Manager Subscription Agreement. Customer agreement to the Subscription Agreement is required to use Ricoh Communications Manager

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## Maintenance and Support

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The RICOH Communications Manager base subscription includes support as defined in the Subscription Agreement, which requires user acceptance.

While covered under the terms of the agreement, Ricoh provides assistance for your routine, short-duration and usage (how to) questions, as well as code defect support and access to Product Updates, releases, and versions of the program.

Ricoh provides assistance via telephone and, if available, electronic access, for non-Severity 1 issues during normal business hours (published prime shift hours) of your Ricoh support center. Ricoh provides Severity 1 assistance 24 hours a day, every day of the year.

Software maintenance does not include assistance for the design and development of applications, program modifications, electronic or print data-streams, your use of programs in other than their specified supported operating environment, or failures caused by products for which Ricoh is not responsible under this agreement.

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## Service Offerings

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Customers can leverage regional Professional Service teams to support customization to the product that may include but is not limited to third party integrations and software integration.

Each PS engagement will require a Statement of Work (SOW) which will require additional fees for implementation as well as annual support of the customization.

## **Limited Warranty**

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RICOH Communications Manager is warranted as stated in the Subscription Agreement.

## **Marketing channels**

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Ricoh Sales Specialists

## **Accessibility**

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A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product accessibility compliance can be requested via this Web site:

[Accessibility](#) or [http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm\\_id=46&ainv=access](http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm_id=46&ainv=access)

## **Trademarks**

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- AFP
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