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## Elixir Tango

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### Overview

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Ricoh Production Print Solutions (Ricoh in the United States and “InfoPrint Solutions” through its affiliates in selected countries) announces the availability of the Elixir Technologies Corporation Tango portfolio of document design, production and management offerings.

A web based platform, Tango facilitates collaboration amongst the various stakeholders who participate in the creation, management, and delivery of high volume personalized communications. From a single system, Tango provides the ability for the business to support batch and on-demand workflows that manage the creation of output across all the necessary channels including print, email, and archive/web.

Tango represents cutting edge technology, designed from the ground up to be web-centric. This enables a seamless switch from composition in the IT department to communications ownership in the functional departments. At the same time, Tango also represents an evolution of Elixir experience, building on widely accepted industry-standard products such as DesignPro and Opus.

Customer communications whether in a document or other, ultimately represent a business process between a company and its clients and Tango facilitates this in a unique way by providing three distinct interface layers. The business application and the underlying development modules layer used to build the business application and each layer has associated management tools that connect and control the various users and activities in the workflow.

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### Announce and General Availability Dates

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**Planned Announce Date: June 26, 2012**

**Planned Availability Dates: June 29, 2012**

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### Item Numbers

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| Item Number | Description   |
|-------------|---|
| 5799-TGO    | On-Premise Tango - Single Site                                  |
| OC001       | Optional Features   |
| OCT01       | Annual Page Volume 25,000,000-49,999,000                        |
| T0101       | Tango Base Tier 1   |
| T0102       | miTango Message Mgmt & Correspondence Mgmt Application - Tier 1 |
| T0103       | miTango Interactive & On-Demand Application - Tier 1            |
| OC002       | Supply  |
| S01D1       | Electronic Download   |
| OCT02       | Annual Page Volume 50,000,000-74,999,999                        |
| T0201       | Tango Base Tier 2   |
| T0202       | miTango Message Mgmt & Correspondence Mgmt Application - Tier 2 |

|                          |   |
|--------------------------|---|
| 5799-TGO-T0203           | miTango Interactive & On-Demand Application - Tier 2                  |
| OCT03                    | Annual Page Volume 75,000,000 99,999,999                              |
| T0301                    | Tango Base Tier 3   |
| T0302                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 3       |
| T0303                    | miTango Interactive & On-Demand Application - Tier 3                  |
| OCT04                    | Annual Page Volume 100,000,000 149,999,999                            |
| T0401                    | Tango Base Tier 4   |
| T0402                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 4       |
| T0403                    | miTango Interactive & On-Demand Application - Tier 4                  |
| OCT05                    | Annual Page Volume 150,000,000 199,999,999                            |
| T0501                    | Tango Base Tier 5   |
| T0502                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 5       |
| T0503                    | miTango Interactive & On-Demand Application - Tier 5                  |
| OCT06                    | Annual Page Volume 200,000,000 249,999,999                            |
| T0601                    | Tango Base Tier 6   |
| T0602                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 6       |
| T0603                    | miTango Interactive & On-Demand Application - Tier 6                  |
| OCT07                    | Annual Page Volume 250,000,000 299,999,999                            |
| T0701                    | Tango Base Tier 7   |
| T0702                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 7       |
| T0703                    | miTango Interactive & On-Demand Application - Tier 7                  |
| OCT08                    | Annual Page Volume 300,000,000 399,999,999                            |
| T0801                    | Tango Base Tier 8   |
| T0802                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 8       |
| T0803                    | miTango Interactive & On-Demand Application - Tier 8                  |
| OCT09                    | Annual Page Volume 400,000,000 500,000,000                            |
| T0901                    | Tango Base Tier 9   |
| T0902                    | miTango Message Mgmt & Correspondence Mgmt Application - Tier 9       |
| T0903                    | miTango Interactive & On-Demand Application - Tier 9                  |
| OC003                    | Premise Tango 1 Year Software Maintenance Tier 1                      |
| 5799-TGO-OCT11           | 25,000,000 49,999,999 1 Year Maintenance                              |
| 5799-TGO-T11M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T1                          |
| 5799-TGO-T11M1-MA911     |   |
| 5799-TGO-T11M2-1YR       | 1 Year Maintenance (24X5) Base T1                                     |
| 5799-TGO-T11M2-MA911     |   |
| 5799-TGO-T11M3-1YR       | 1 Year Maintenance (24X7) Base T1                                     |
| 5799-TGO-T11M3-MA911     |   |
| 5799-TGO-T11M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T1            |
| 5799-TGO-T11M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T1            |
| 5799-TGO-T11M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T1                     |
| 5799-TGO-T11M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T1                     |
| 5799-TGO-T11M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T1                     |
| 5799-TGO-T11M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T1                     |
| 5799-TGO-T11M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T1 |
| 5799-TGO-T11M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T1 |
| 5799-TGO-T11M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T1          |
| 5799-TGO-T11M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T1          |

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|--------------------------|---|
| 5799-TGO-T11M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T1          |
| 5799-TGO-T11M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T1          |
| 5799-TGO-OCT12           | 50,000,000 74,999,999 Tier 2  |
| 5799-TGO-T12M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T2                          |
| 5799-TGO-T12M1-MA911     |   |
| 5799-TGO-T12M2-1YR       | 1 Year Maintenance (24X5)   |
| 5799-TGO-T12M2-MA911     |   |
| 5799-TGO-T12M3-1YR       | 1 Year Maintenance (24X7) Base T2                                     |
| 5799-TGO-T12M3-MA911     |   |
| 5799-TGO-T12M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T2            |
| 5799-TGO-T12M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T2            |
| 5799-TGO-T12M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T2                     |
| 5799-TGO-T12M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T2                     |
| 5799-TGO-T12M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T2                     |
| 5799-TGO-T12M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T2                     |
| 5799-TGO-T12M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T2 |
| 5799-TGO-T12M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T2 |
| 5799-TGO-T12M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T2          |
| 5799-TGO-T12M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T2          |
| 5799-TGO-T12M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T2          |
| 5799-TGO-T12M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T2          |
| 5799-TGO-OCT13           | 75,000,000 99,999,999 Tier 3  |
| 5799-TGO-T13M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T3                          |
| 5799-TGO-T13M1-MA911     |   |
| 5799-TGO-T13M2-1YR       | 1 Year Maintenance (24X5) Base T3                                     |
| 5799-TGO-T13M2-MA911     |   |
| 5799-TGO-T13M3-1YR       | 1 Year Maintenance (24X7) Base T3                                     |
| 5799-TGO-T13M3-MA911     |   |
| 5799-TGO-T13M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T3            |
| 5799-TGO-T13M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T3            |
| 5799-TGO-T13M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T3                     |
| 5799-TGO-T13M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T3                     |
| 5799-TGO-T13M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T3                     |
| 5799-TGO-T13M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T3                     |
| 5799-TGO-T13M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T3 |
| 5799-TGO-T13M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T3 |
| 5799-TGO-T13M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T3          |
| 5799-TGO-T13M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T3          |
| 5799-TGO-T13M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T3          |
| 5799-TGO-T13M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T3          |

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|--------------------------|---|
| MA911                    |   |
| 5799-TGO-OCT14           | 100,000,000-149,999,999-1 Year Maintenance - Tier 4                   |
| 5799-TGO-T14M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T4                          |
| 5799-TGO-T14M1-MA911     |   |
| 5799-TGO-T14M2-1YR       | Maintenance (24X5) Base T4  |
| 5799-TGO-T14M2-MA911     |   |
| 5799-TGO-T14M3-1YR       | 1 Year Maintenance (24X7) Base T4                                     |
| 5799-TGO-T14M3-MA911     |   |
| 5799-TGO-T14M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T4            |
| 5799-TGO-T14M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T4            |
| 5799-TGO-T14M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T4                     |
| 5799-TGO-T14M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T4                     |
| 5799-TGO-T14M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T4                     |
| 5799-TGO-T14M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T4                     |
| 5799-TGO-T14M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T4 |
| 5799-TGO-T14M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T4 |
| 5799-TGO-T14M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T4          |
| 5799-TGO-T14M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T4          |
| 5799-TGO-T14M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T4          |
| 5799-TGO-T14M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T4          |
| 5799-TGO-OCT15           | 100,000,000 149,999,999 Tier 5  |
| 5799-TGO-T15M1-1YR       | F (7am 3pm PST) Base T5   |
| 5799-TGO-T15M1-MA911     |   |
| 5799-TGO-T15M2-1YR       | 1 Year Maintenance (24X5) Base T5                                     |
| 5799-TGO-T15M2-MA911     |   |
| 5799-TGO-T15M3-1YR       | 1 Year Maintenance (24X7) Base T5                                     |
| 5799-TGO-T15M3-MA911     |   |
| 5799-TGO-T15M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T5            |
| 5799-TGO-T15M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T5            |
| 5799-TGO-T15M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T5                     |
| 5799-TGO-T15M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T5                     |
| 5799-TGO-T15M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T5                     |
| 5799-TGO-T15M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T5                     |
| 5799-TGO-T15M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T5 |
| 5799-TGO-T15M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T5 |
| 5799-TGO-T15M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T5          |
| 5799-TGO-T15M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T5          |
| 5799-TGO-T15M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T5          |
| 5799-TGO-T15M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T5          |
| 5799-TGO-OCT16           | 100,000,000 149,999,999 Tier 6  |

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|--------------------------|---|
| 5799-TGO-T16M1-1YR       | 1 Year Maintenance M-F (7am-3pm PST) Base T6                          |
| 5799-TGO-T16M1-MA911     |   |
| 5799-TGO-T16M2-1YR       | Maintenance (24X5) Base T6  |
| 5799-TGO-T16M2-MA911     |   |
| 5799-TGO-T16M3-1YR       | 1 Year Maintenance (24X7) Base T6                                     |
| 5799-TGO-T16M3-MA911     |   |
| 5799-TGO-T16M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T6            |
| 5799-TGO-T16M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T6            |
| 5799-TGO-T16M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T6                     |
| 5799-TGO-T16M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T6                     |
| 5799-TGO-T16M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T6                     |
| 5799-TGO-T16M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T6                     |
| 5799-TGO-T16M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T6 |
| 5799-TGO-T16M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T6 |
| 5799-TGO-T16M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T6          |
| 5799-TGO-T16M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T6          |
| 5799-TGO-T16M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T6          |
| 5799-TGO-T16M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T6          |
| 5799-TGO-OCT17           | 100,000,000 149,999,999 Tier 7  |
| 5799-TGO-T17M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T7                          |
| 5799-TGO-T17M1-MA911     |   |
| 5799-TGO-T17M2-1YR       | 1 Year Maintenance (24X5) Base T7                                     |
| 5799-TGO-T17M2-MA911     |   |
| 5799-TGO-T17M3-1YR       | 1 Year Maintenance (24X7) Base T7                                     |
| 5799-TGO-T17M3-MA911     |   |
| 5799-TGO-T17M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T7            |
| 5799-TGO-T17M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T7            |
| 5799-TGO-T17M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T7                     |
| 5799-TGO-T17M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T7                     |
| 5799-TGO-T17M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T7                     |
| 5799-TGO-T17M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T7                     |
| 5799-TGO-T17M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T7 |
| 5799-TGO-T17M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T7 |
| 5799-TGO-T17M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T7          |
| 5799-TGO-T17M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T7          |
| 5799-TGO-T17M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T7          |
| 5799-TGO-T17M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T7          |
| 5799-TGO-OCT18           | 100,000,000 149,999,999 Tier 8  |
| 5799-TGO-T18M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T8                          |
| 5799-TGO-T18M1-MA911     |   |

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|--------------------------|---|
| 5799-TGO-T18M2-1YR       | 1 Year Maintenance (24X5) Base T8                                     |
| 5799-TGO-T18M2-MA911     |   |
| 5799-TGO-T18M3-1YR       | 1 Year Maintenance (24X7) Base T8                                     |
| 5799-TGO-T18M3-MA911     |   |
| 5799-TGO-T18M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T8            |
| 5799-TGO-T18M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T8            |
| 5799-TGO-T18M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T8                     |
| 5799-TGO-T18M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T8                     |
| 5799-TGO-T18M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T8                     |
| 5799-TGO-T18M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T8                     |
| 5799-TGO-T18M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T8 |
| 5799-TGO-T18M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T8 |
| 5799-TGO-T18M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T8          |
| 5799-TGO-T18M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T8          |
| 5799-TGO-T18M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T8          |
| 5799-TGO-T18M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T8          |
| 5799-TGO-OCT19           | 100,000,000 149,999,999 Tier 9  |
| 5799-TGO-T19M1-1YR       | 1 Year Maintenance M F (7am 3pm PST) Base T9                          |
| 5799-TGO-T19M1-MA911     |   |
| 5799-TGO-T19M2-1YR       | 1 Year Maintenance (24X5) Base T9                                     |
| 5799-TGO-T19M2-MA911     |   |
| 5799-TGO-T19M3-1YR       | 1 Year Maintenance (24X7) Base T9                                     |
| 5799-TGO-T19M3-MA911     |   |
| 5799-TGO-T19M1-102       | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T9            |
| 5799-TGO-T19M1-102-MA911 | miTango Message Mgmt 1 YR Maintenance M-F (7am-3pm PST) T9            |
| 5799-TGO-T19M2-102       | miTango Message Mgmt 1 Year Maintenance (24X5) T9                     |
| 5799-TGO-T19M2-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X5) T9                     |
| 5799-TGO-T19M3-102       | miTango Message Mgmt 1 Year Maintenance (24X7) T9                     |
| 5799-TGO-T19M3-102-MA911 | miTango Message Mgmt 1 Year Maintenance (24X7) T9                     |
| 5799-TGO-T19M1-103       | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T9 |
| 5799-TGO-T19M1-103-MA911 | miTango Interactive & On-Demand 1 YR Maintenance M-F (7am-3pm PST) T9 |
| 5799-TGO-T19M2-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T9          |
| 5799-TGO-T19M2-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X5) T9          |
| 5799-TGO-T19M3-103       | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T9          |
| 5799-TGO-T19M3-103-MA911 | miTango Interactive & On-Demand 1 Year Maintenance (24X7) T9          |

**Description**

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A web based platform, Tango facilitates collaboration amongst the various stakeholders who participate in the creation, management, and delivery of high volume personalized communications. From a single system, Tango provides the ability for the business to support batch and on-demand workflows that manage the creation of output across all the necessary channels including print, email, and archive/web.

Tango represents cutting edge technology designed to be web-centric. This enables a seamless switch from composition in the IT department to communications ownership in the functional departments. At the same time, Tango also represents an evolution of Elixir experience, building on widely accepted industry-standard products such as DesignPro and Opus.

Customer communications whether in a document or other, ultimately represent a business process between a company and its clients and Tango facilitates this in a unique way by providing three distinct interface layers. The business application and the underlying development modules layer used to build the business application and each layer has associated management tools that connect and control the various users and activities in the workflow.

## Tango Layer Concept

The Tango offering is composed of different layers designed to support different functions as well as multiple classes of users. These include both management and development layers with components within each layer.

### Tango Business Applications

This layer is exposed to line-of-business users to create documents and manage the rules associated with their content. Each business application represents a specific departmental correspondence initiative for example marketing, customer support, or human resources; then within that, relevant correspondence types are offered including letters, notices, postcards, and others. The business application layer provides the ability to configure interfaces that expose functionality to business users in a way that guides users to accomplish specific tasks. These interfaces provide automation of tasks which ultimately allow users to create, manage, and deliver personalized communications in a controlled way and thus helping to ensure user activities align with the businesses interests.

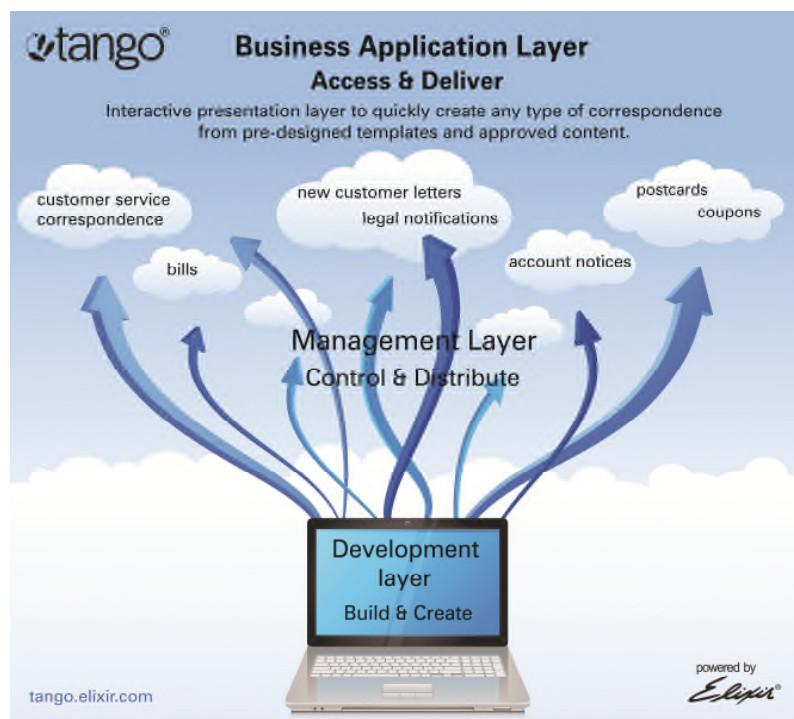
### Development Layer Overview

Separate development modules provide the principal foundation for the business application functionality including template creation, data processing, logic, production and delivery, and project definition. Applications created here are made available as Tango business applications with simplified, straightforward screens.

### Management Layer Overview

A management layer provides tools that span both the business application and development foundation. They consist of administrative modules to provide control for system access, task assignment, workflow monitoring and reporting, and to establish the rules related to how content is managed and used across the entire system (multiple business applications); all of which can be done from any computer or device with the appropriate log-in credentials.

The layers defined in this document are described as logical functional segments. Access to each of these layers and the specific modules within is controlled at the user level so individuals may have access to any combination of modules and layers based



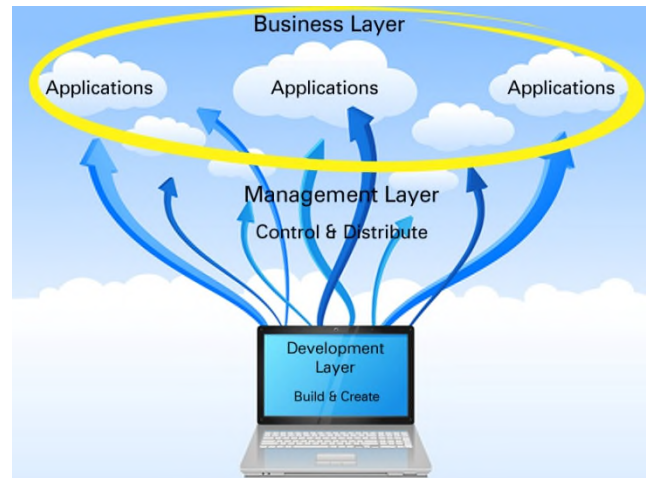
on their roles and responsibility. Again, at the Business Layer and the Development Layer.

### Business Application Layer

The widest audience for Tango is at the business application layer, which is made available to all the stakeholders who need to participate. The steps and information presented at this layer are strictly tied to the underlying business application. Business users of the Tango Business Application can:

Access applications they have authorization to use

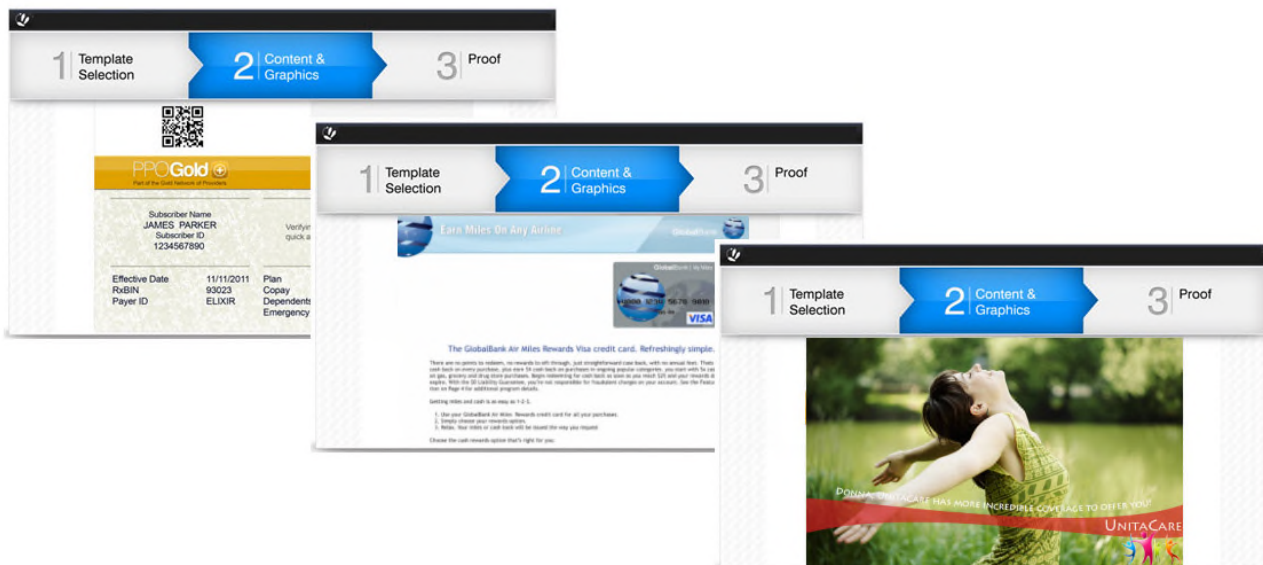
- Create and edit content and business rules in those applications that are made available to them while other areas are locked from change
- Release the application into the project workflow where approvals and production will be managed by business rules set in the system
- Administrative users of the Tango Business Application can:
  - Manage groups and users (roles and responsibilities)
  - Distribute access to groups and users



### Benefits

- Control for lines of business as well as IT stakeholders
- Distributed access enables wider use by the business without local software deployments
- Self service at the business level reduces burden on IT and increases speed-to-market for new messaging, regulatory changes and mandates
- Users are provided with easy-to-use applications that improve interactions with clients
- Client communication activities can be easily aligned with business requirements and processes

### Sample Output Generated from Business Applications





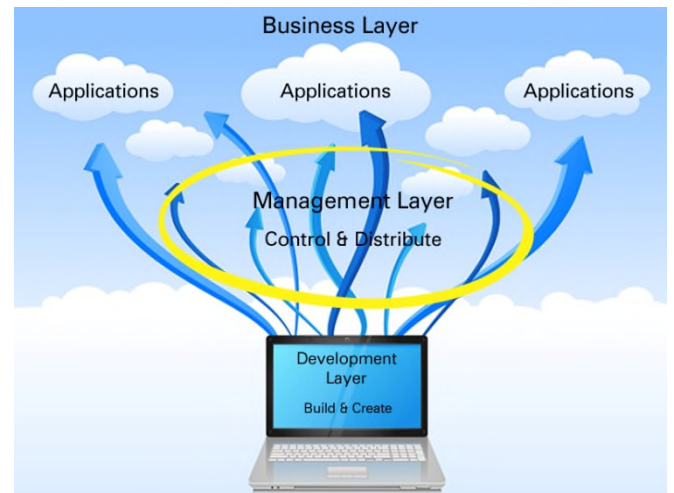
## Management Layer

### User Management

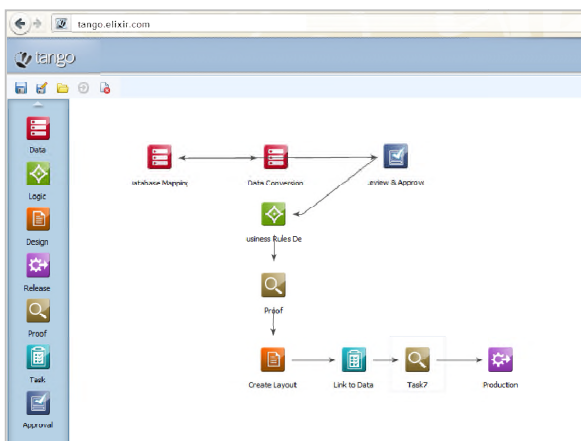
This administrative console spans the entire platform providing the controls necessary to manage user roles and activities, control user access and account log-in information, and create and manage domains.

### Benefits

- Centralized web console to manage entire system from a browser
- Access can be granted/removed immediately
- Easily integrate users within or external to the organization as needed



Administrative feature support: Single-sign on through LDAP support; group and individual profiles, domain creation and management, and group and access settings based on domains.



### Workflow Designer

This provides a visual tool to define key activities in the workflow which can include individual task assignment, group activities such as approval routing, and automated processes. This allows the entire workflow to be managed and tracked from an administrative level with reports and status available in real-time.

Workflow activities supported: Data tasks, logic creation, design, release management, proof, approvals, production, and general tasks.

### Content Management

Client communications are comprised of a variety of elements and Tango allows users to easily contribute content of any type into the system where it is then managed and controlled. Each element including graphics, text, logos, forms, and others is versioned and made available in a central library so any communication can utilize the content. This helps ensure appropriate content is used for the current correspondence and allows previous versions to be re-assembled dynamically from their original elements. In some cases, this can be an efficient alternative to storing an entire formatted PDF. This module provides tight controls on content and versioning and tracks the availability and use of any discrete content element.

Content format and functionality supported: Any file type can be managed in the system. Each can contain version information and associated metadata; be checked-in/out for editing in Tango or non-Tango applications; and be managed and used dynamically based on business rules.

**Tango Document Server for Archives**

Files are stored in their original format for archival purposes. Tango indexes the text contained in the file along with associated metadata to provide a complete search mechanism. Archived files can be located to produce the original file for print or electronic distribution, or used to present the file on demand in an environment such as customer service help desk. Tango's workflow module can be used to set automated activities including file ingestion, conversions, and other processes based on user configurations.

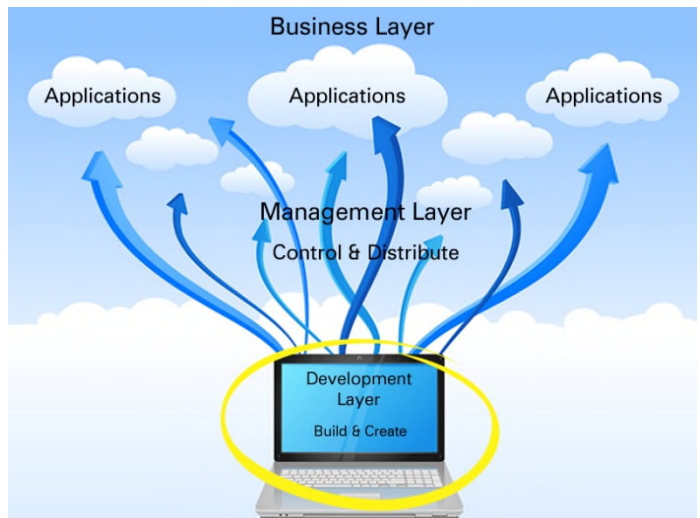
Archive formats supported: AFP, PDF, Postscript, images, and Microsoft® Office® files.

## Development Layer

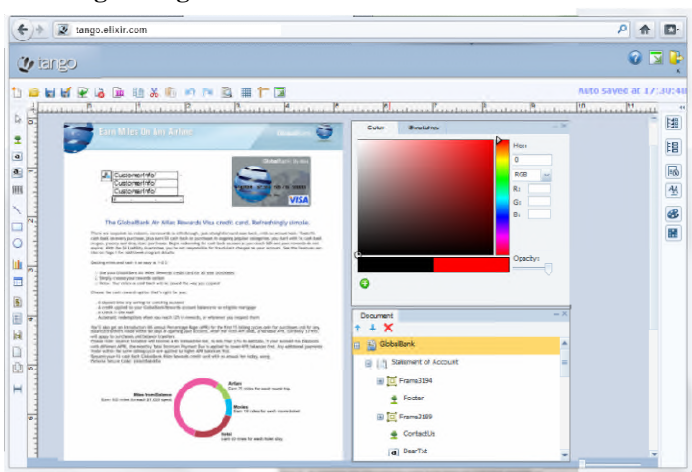
Separate development modules provide the foundation for the business application functionality. These modules provide template creation, data processing and management, content management, and business rules development providing the underlying components for the business application.

### Benefits

- Modules designed for specific activities allow users to work with tools geared completely to their task
- Collaboration across the users and their projects supports parallel (rather than linear) activities resulting in faster turnaround
- Real-time visibility into the overall project allows authorized personnel to track projects, receive notifications based on specific events, and re-direct the workflow at any time as needed.



## Tango Designer



The Tango Designer is a completely browser-based layout environment featuring a drag-and-drop interface. The designer provides a comprehensive set of graphic layout tools for working with images, text, and as well as variable fields and data elements. Users may start from templates or create new designs.

Key Tango design feature support: Color, image layout, dynamic charts, barcodes, dynamic tables, n-up.

## Data Manager

This component provides data management and processing by connecting to external data sources of all types for mapping, data processing and delivery. Data from multiple sources and formats can be extracted, imported, prepared, and converted and exported for use across a variety of business applications including non-Tango systems.

Import data formats supported: Any ODBC-compliant database (Microsoft Access™, Microsoft® SQL® Server, Oracle®, MySQL, Sybase®, IBM DB2® IBM DB2 for iSeries®, IBM DB2 for zSeries®), and XML, delimited (CSV), and fixed field.

Export data formats supported: CSV, fixed-length, and XML.

Processing functions supported: Merging, concatenation, sorting, cleansing, indexing, filtering, trimming, masking, lookup, math processors, and case conversion.

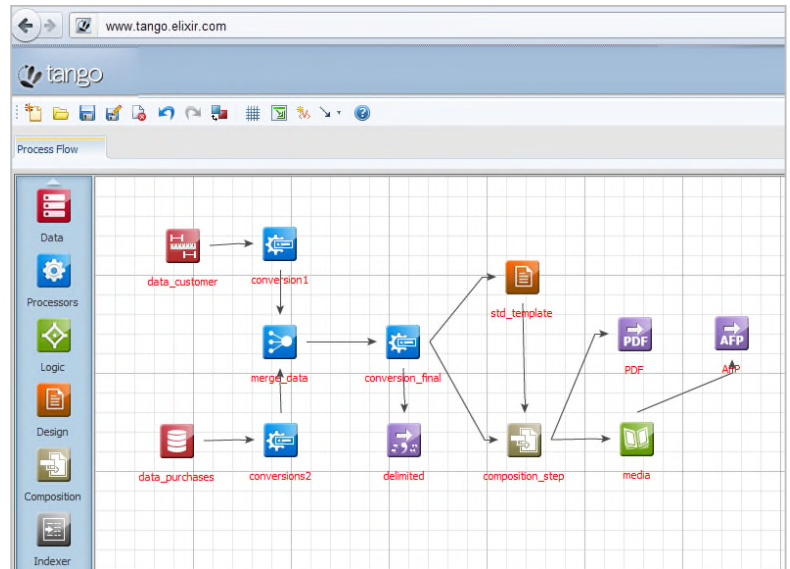
(Development Layer Continued)

## Logic

This component is used to create the business rules that drive the final formatted output. Many business rules can be created by using a point-and-click process to identify what should occur based on an event, data value, or other condition. Alternatively, Tango Logic supports script-level conditional logic, statements, and operations. Once the rules are created, they are presented as objects within the design environment where they can be placed onto the Tango layout. Rules can also be made available for drag-and-drop onto documents in Microsoft® Word.

Logic object creation methods: menu-driven point-and-click and scripting.

Logic objects supported in: Tango Designer directly, and in Microsoft® Word with the appropriate Tango plug-in.



## Production and Delivery Management

Production workflows are defined visually to drive the output method and timing for production and can be set to occur automatically based on an event or user interaction during the process. Job environment can be set to Batch Job, JMS, or Web Services with an appropriate data file or production trigger to initiate the process.

Output formats and destinations supported: AFP, PDF, Postscript, Folder, Image (fax), IPDS, TXT (email and SMS).

**The Elixir Tango (single site) software includes the following "Platform" modules:**

- Worktop Interface
- Tango User Management
- Tango Production Configuration
- Tango Explorer (Content Management)
- Tango Logic Studio
- Tango Designer
- Tango Plug-in for Adobe InDesign & QuarkXpress (Microsoft Windows & MAC OS)
- Tango Workflow Designer
- Tango Production Management
- Tango Composer
- Outputs: AFP, Postscript, PDF, Image
- 3 Platform Module User Log-ins

### **Optional Applications**

There are two optional applications. These are:

#### **(1) miTango Message Mgmt & Correspondence Management Application**

This application exposes specific functionality created in the Core Tango Application layer. miTango is designed to allow business users to easily create and manage new content, business rules, and documents for batch production.

#### **(2) miTango Interactive & On-Demand Document Application (requires miTango Message Mgmt & Correspondence Mgmt Application)**

Users in this application layer will be guided through a process which will allow them to interactively create highly personalized and relevant communications. The user's activities and capabilities are tightly controlled in the miTango Correspondence Management module. And thus, in order to leverage miTango Interactive Document system it is a requirement to also have the miTango Correspondence Management module. In addition to Interactive documents, this component will also provide the ability to set up web interfaces that generate documents on-demand.

### **Volume-based license**

Tango is priced by number of pages used in a 12-month cycle. Assuming renewal, the license volume is reset at the start of each new calendar year. The minimum volume is 25,000,000 pages per year. A formatted page is tied to the combination of all output generated. For example, if the input file has 100,000 customer records and this file is used to generate a PDF file for every customer record and an AFP file for every customer record, this would be 200,000 pages.

A page will be charged against the annual volume when the Tango production engine formats a logical page. As customer data is processed and pages are created for each customer record, each page created for a customer record is considered a logical page. A customer record may contain data that drives the creation of multiple logical pages. Each page is then a charge against the annual volume.

For production processing where N-Up is being used, where multiple logical pages can be placed on a single "Media" sheet, each "N" represents the starting of a page charge. For duplex printing where N-Up is being used, the front and the back are charged independently. Example: If the "Media" sheet is 11 inches x 17 inches and the document application page size is 8.5 inches x 11 inches, this would allow for a 2-Up configuration. In this example a simplex document would be 1 logical page and the total "Media" sheet would then contain 2 logical pages. If this same example was then configured for duplex printing, the same "Media" sheet would contain a total of 4 logical pages.

Email is one-for-one if the email is HTML or text based in the body of the email.

## **Licensing**

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The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh Production Printing Solutions (RPPS) are contained in the applicable contract documents.

Elixir Tango is an Elixir Technologies Corporation product, not an RPPS product, and is licensed under the terms of the license provided by Elixir Technologies Corporation. Neither party has any responsibility for, or makes any representations or warranties, regarding the other's products or services.

## **Configuration Requirements**

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Contact your Ricoh field technical support for assistance in configuration.

## **Publications**

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Refer to the Elixir Tango support website for access to product documentation.

## **Terms and Conditions**

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The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh Production Print Solutions Company (RPPS) are contained in the applicable contract documents.

## **Maintenance Service Offerings**

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The terms of maintenance, warranty, and support are governed by the Elixir license agreement.

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## **Limited Warranty**

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Refer to the Elixir software licensing agreement for warranty specifications.

## **Customer Responsibilities**

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See applicable Elixir customer agreement.

## **Ordering Information**

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Elixir Tango is a configured software product. This product is supported by the Oracle configurator.

## **System Configuration**

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Refer to Ricoh Technical support for guidance in configuration.

## **Printers and Hardware Supported**

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Refer to Ricoh Technical Support for information on printers and hardware supported.

## **Trademarks**

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- AFP
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