
Announcement Master Document: InfoPrint Productivity Tracker V2.3.1 (5639-AA9)

Structure of this document

This Announcement Master Document (AMD) will be used to create the Customer Reference Document (CRD). The CRD will be available to customers. The information in the Internal Information section of this AMD will not be included in the Customer Reference Document.

Overview

Highlights

- InfoPrint Productivity Tracker is self-service software that helps collect and analyze on-demand operational data for continuous forms printers including the InfoPrint 4100, InfoPrint 4000 and full color inkjet system, the InfoPrint 5000 and the ProC900AFP cut-sheet printer.
- InfoPrint Productivity Tracker (5639-AA9) allows production managers to gain detailed insights into the workings of hardware that can optimize print operations, maximize printer utilization and minimize labor costs. This ultimately reduces the cost of printing, a key pain point for many commercial printers. InfoPrint Productivity Tracker gathers data from the hardware controller and subsequently stores it in the InfoPrint Productivity Tracker database before organizing, analyzing and displaying data in standard reports and graphs.
- ThroughPut Reports Series: This report series allows the production print manager to quickly compare the total paper movement, the total print throughput, the number of jobs and the number of toner adds across the enterprise. You can quickly drill down to the job level to discover which printer, jobs or operators are stopping you from reaching your rated printer speeds or service level agreements.
- SNMP Data Collection from other printers: InfoPrint® Productivity Tracker software allows for printer production data to be collected at two levels from the SNMP. This data is available on a low-level through the public SNMP Printer MIB from nearly all printers on your floor, resulting in high-level SNMP Printer State Report. Additional amounts of production print data are available for InfoPrint/Ricoh family printers through the private SNMP, JOB MIB. Both a Printer State report and a ThroughPut report are available for these InfoPrint/Ricoh job MIB printers.
- Scheduled Email of reports
- 60 Day Trial version for customers to evaluate the software. Available through web download, this trial version is controlled by software keys and expires in 60 days after installation unless the purchase option is selected.
- Windows operating system support updates
- For new customers, an Electronic Software Distribution installation model is being utilized.

Item Numbers

The item numbers are shown in the attached file below.



ProductivityTracker_
Parts Structure_1013

System Requirements

InfoPrint Productivity Tracker Server:

- Computer: Windows compatible machine
- CPU: Intel® or compatible CPU, with either a dual-core 2.0 GHz or single-core 3.0 GHz (or greater) processor
- Main memory: 2 GB RAM minimum
- Hardware storage:
 - 100 MB storage space for the InfoPrint Productivity Tracker application.
 - 500 MB storage space for each monitored print system after InfoPrint Productivity Tracker is installed (when multiple print systems are monitored, 500 MB of storage space is required for each additional print system). For example, if two print systems are monitored, allocate 1 GB of storage space for monitoring the print systems.
- Monitor Resolution: 1280 x 1024 pixels or greater is recommended.
- Network: Ethernet LAN adapter (at least 100 Mbps, wired LAN recommended).
 - TCP/IP protocol (IPv4)
- Recommended Browsers:
 - Microsoft® Internet Explorer 11
 - Microsoft® Edge
 - Mozilla Firefox 49.0 and above
 - Chrome 53.0 and above
- Productivity Tracker now supports now running in virtual environment under VMware System ESXi 5.5 or higher.
- Operating Systems
 - Windows 7 Professional/Enterprise/Ultimate (x86/x64)
 - Windows 8 Pro/Enterprise (x86/x64)
 - Windows 8.1 Pro/Enterprise (x86/x64)
 - Windows 10 Pro/Enterprise (x86/x64)
 - Windows Server 2008 Standard/Enterprise Edition SP2 (x86/x64)
 - Windows Server 2012 Standard (x64)
 - Windows Server 2012 R2 Standard (x64)
 - Windows Server 2016

SNMP Collector:

- The hardware requirements for each SNMP Collector are:
 - Intel® or compatible CPU, with either a dual-core 1.5 GHz or single-core 2.0 GHz (or greater) processor.
 - 512 MB RAM minimum.
 - 250 MB storage space for the SNMP Collector software.
 - 500 MB storage space for SNMP data.
 - Ethernet TCP/IP and network connectivity to each monitored print system and the Productivity Tracker server.
 - Color monitor with a resolution of 1280x1024 or greater on each workstation accessing Productivity Tracker.
 - CD-ROM drive on the computer where Productivity Tracker is installed.
- Memory (RAM) requirements for the Print Server Collector service:
 - The service starts with a minimum of 64 MB of RAM.
 - Depending on the number of print servers defined and the number of events transferred and processed by Productivity Tracker, this service might require up to 512 MB of RAM. The service will not require more RAM than what is physically available on the system
- The SNMP Collector should be installed redundantly on the same machine where the server is installed, as well as on a different computer for ensuring a full coverage of data gathering even if one of the machines gets powered off.

Terms and Conditions

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 the RICOH Software License Agreement and the Ricoh Software Maintenance Agreement for Production Printing Software.

Licensing: The Ricoh Software License Agreement governs your use of the program. These programs have a One-time-charge (OTC) for use of the program, and an annual (or multi-year if available) renewable charge for ongoing support, which includes telephone assistance, as well as access to updates and new releases of the program as long as support is in effect.

Maintenance Service Offerings

InfoPrint Productivity Tracker is covered by the Ricoh Software Maintenance Agreement for Production Printing Software. This agreement applies for subscription and support (also referred to as software maintenance) when purchased with the software product or as a subsequent renewal of software maintenance. The software maintenance agreement does not require customer signatures.

While your software maintenance is in effect, Ricoh provides assistance for routine, short-duration installation and usage (how to) questions and code-related questions. Ricoh provides assistance on the telephone and, if available, electronic access, only to your Information Systems (IS) technical support personnel during normal business hours (published prime shift hours) of the Ricoh support center. This assistance is not available to end users. Ricoh provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult the Ricoh website at:

<http://rpp.ricoh-usa.com>

Software maintenance does not include assistance for the design and development of applications, 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.

InfoPrint Productivity Tracker Ordering Information

Order the Base product and the appropriate maintenance.

Publications

All publications are downloadable from the Ricoh Information Center at:

<http://info.rpp.ricoh-usa.com/help/index.jsp>

The InfoPrint Productivity Tracker ships with the following publications:

- InfoPrint Productivity Tracker Installing and Configuring G550-1136
- InfoPrint Productivity Tracker User's Guide

Accessibility by people with disabilities

InfoPrint Productivity Tracker has the following capabilities for vision-impaired users:

- Can be operated using only the keyboard
- Communicates all information without color
- Supports interfaces commonly used by screen magnifiers
- Supports interfaces commonly used by screen readers
- Provides documentation in an accessible format

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Customer responsibilities

InfoPrint Productivity Tracker 60-day trial version is available for download. Please contact your Ricoh sales representative to request at trial.

Install software is available for new customers download. InfoPrint Productivity Tracker update software is available for Existing Customer download.

Ricoh Internal Section

Announce and General Availability Dates

Planned Final Release Announce Date: November 15, 2016

Planned Final Release Date: November 15, 2016

Ricoh Confidential:

Introduction

Electronic Software Distribution (ESD) implements an enforcement and entitlement strategy for our products that prevents unauthorized use and allows us (and our customers) to manage and track how InfoPrint Software is used.

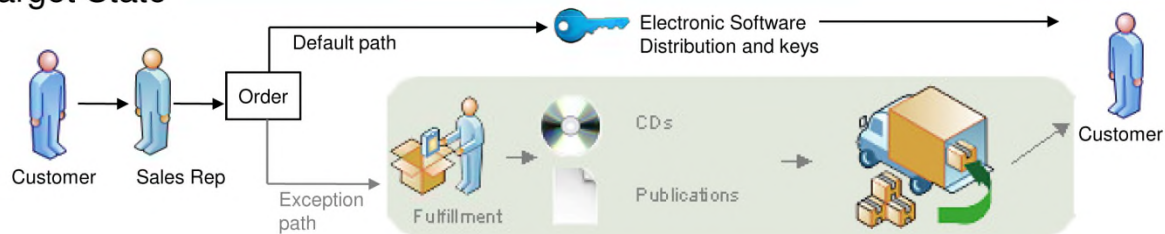
The goal of ESD is to take our products from a model where the customer receives a physical delivery:

Current State



To a model where the customer does not have to receive a physical delivery, but can receive an electronic one instead:

Target State



In the past, we did not provide protection for our Software assets, resulting in:

- No way to distribute our Software outside of physical media
- No protection from unauthorized use of our Software
- No method for allowing a customer to “try and buy” our Software
- Minimal granularity for the installation of Software features and upgrades

- Requirement for physical delivery of media at quarter end for billing purposes

Implementation of a comprehensive Electronic Software Distribution strategy allows us to expand our revenue base and position our software products for the 21st century that has many benefits, specifically it:

- Puts us 'back in step' with the industry – our competition in this space (Pitney Bowes Emtex and Océ Prisma) use keys (either hardware or software) as do our third party software vendors
- Use of electronic software distribution with key controls will result in:
 - Better inventory control and new marketing opportunities
 - Reduced delivery costs for electronic media
 - More revenue for maintenance updates
 - Will stop inappropriate use of the software either through piracy or inadvertent non-compliance
 - Customer benefits in better control and management of InfoPrint software in their enterprise

Migration/Coexistence

Migration Considerations

Software Keys will only apply to Evaluation (demo) and new 'Registration' (purchasing) customers.

1. New Trial Customers will be prompted for the demo software key for duration of 60 days.
2. "Registration" customers will be prompted for a maintenance key that reflects one year or three years of maintenance.
3. Software keys were implemented in InfoPrint Productivity Tracker for all types of customers in version 2.2.1 in March 2011.

Marketing channels

- Ricoh sales specialists

Marketing Strategy

InfoPrint Productivity Tracker (5639-AA9) allows production managers to gain detailed insights into the workings of hardware that can optimize print operations, maximize printer utilization and minimize labor costs. This ultimately reduces the cost of printing, a key pain point for many commercial printers. InfoPrint Productivity Tracker gathers data from the hardware controller and subsequently stores it in the InfoPrint Productivity Tracker database before organizing, analyzing and displaying data in standard reports and graphs.

Offering Highlights and Positioning

- Helps you gain valuable insights into continuous form printer performance with the Throughput Report
- Expands data gathering capability with cutsheet printer support—the InfoPrint Pro C900AFP
- Collects SNMP printer data from private and public MIBs to provide printer status information
- Saves time with scheduled e-mailing of reports
- Includes a custom reports tool to help you create templates and analyze, view and store the data your way
- Exports reports to .CSV, .PDF or print formats with one simple click
- Extends functionality and increases control with user-defined events and support for multiple users
- Offers an optional WebServices API to expedite data extraction and integration with other applications

Target Market

- Production Printing environments with:
- An InfoPrint 4100, InfoPrint 4000, InfoPrint 5000 or InfoPrint Pro C900AFP

Value Proposition

The data tells the story

With the right data, you can solve problems quickly and make better decisions about your print environment. New Productivity Tracker reporting capabilities include:

Throughput Report

This report allows you to compare the total paper movement, the total print throughput, the number of

jobs and the number of toner adds across the enterprise. You can quickly drill down to the job level to discover which printers, jobs or operators are stopping you from reaching your rated printer speeds or service level agreements.

SNMP data collection

Productivity Tracker software enables printer production data to be collected at two levels from the SNMP MIB. Low-level data, which is available via the public MIB from nearly all printers on your floor, can contribute to a high-level SNMP Printer State Report. Additional production print data is available from many Ricoh and InfoPrint printers via the private SNMP job MIB.

Customer Pain

InfoPrint® Productivity Tracker software provides extensive information about what has occurred during production by logging events in the printer control unit. Productivity Tracker then extracts the events and organizes them in a relational database. This allows you to view information on printer performance, operator and work shift activities or job completion over any period of time. With readily available in-depth machine utilization and operator data, you can gain insights that help you optimize print operations, maximize printer utilization, minimize labor cost and reduce cost of printing.

Productivity Tracker also equips your organization with a strategic foundation to implement future productivity-related enhancements.

Capabilities

Capture, display and analyze data using concise tables, graphs and charts:

Productivity Tracker helps you monitor printers by transferring captured events stored in the printer's controller into the Productivity Tracker database and generating comprehensive reports using both standard and custom formats. You can display data graphically to help you conduct a thorough analysis of the printing process throughout your production environment. Over time, the database yields historical trends that can help you identify ways to reduce costs and plan for the future.

InfoPrint Productivity Tracker allows pre-defined and user-defined activities to be created at the printer. For example, pre-post equipment events can be inserted into the production statistics database using an easy-to-use touch screen graphical interface on the printer console. This allows Productivity Tracker to address your end-to-end print production environment. In addition, multiple users can easily access the events database through the Web to facilitate broader use of operational data.

Track information on printers, operators and jobs:

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Sample basic reports that can be organized by enterprise, print center, print system, work shift or operator include:

- Throughput Report
- SNMP Throughput Report• Operator Production
- Work Shift Production
- Print Production
- Print Server Volume (link to InfoPrint ProcessDirector server)
- Intervention
- Printer State
- SNMP Printer State
- Toner Adds

Benefits

After you capture pre-defined and user-defined events with Productivity Tracker, you can produce standard or custom graphs and reports to communicate findings and support decision making. Choose information based on location, time frame, printer, operator and work shift. Verify uptime and downtime, calculate productivity and manage cost effectively. Drill down through the data to specific events. Create, save and e-mail custom reports.

Answer frequently asked production questions:

With Productivity Tracker, you can use the supplied tools to extract data or customize the reports and charts to meet particular requirements. As a result, you can answer common questions, such as:

- Did my printers run at rated speed? If not, why not?
- How many linear feet did our printers run last quarter?

- How many minutes were the printers idle and when were they idle?
- How many linear feet were run for a specific job?
- How many times did the operators load toner for a job?
- Which operators ran a job, with which snapshot and on which printers