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Lanier Document Solutions Framework
A Strategy to Streamline Your Workflow

The growing importance of managing information is felt daily by companies across every industry. Reports, e-mails, memos, letters, orders, faxes, instant messages – whether paper or electronic, documents are the lifeblood of business today. However, the vast range of formats and devices used to create, capture, store and distribute information is driving the need for a consistent, organized strategy to handle document management in the workplace.

Lanier Document Solutions and Services helps you revolutionize how your company manages digital and paper-based information. As document management grows increasingly more complex, Lanier has developed innovative workflow solutions that help your business work better, faster and more efficiently than ever before.

Lanier Document Solutions and Services leverages Lanier's software development platform, partner relationships, professional consulting services and industry-leading hardware to help you automate and streamline document processes to save time and money.

Document Solutions Framework (DSF)

Lanier employs a structured approach to developing solutions that help you manage workplace documents. We call this approach the Document Solutions Framework (DSF). The DSF results from Lanier's research and experience and provides a template for developing integrated hardware, software and services to promote efficient document management.

Meeting Today's Tough Workplace Challenges

Lanier professionals draw on a profound understanding of your document process requirements to present you with choices instead of limitations. By applying the Document Solutions Framework, Lanier can help companies like yours meet the tough business challenges presented by information management. As new hardware and software technologies are introduced to your network, the DSF approach will help your company:

- Manage digital and paper documents and workflows more cost-effectively

- Comply with internal and external regulatory requirements

- Re-engineer document processes to streamline workflow, reduce operational costs and increase profits

- Enhance security to protect intellectual and paper document assets from destruction or misuse

- Assist your company with planning disaster recovery systems

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Document Solutions Framework
Four Tiers of Lanier Products And Services

LANIER HARDWARE – PLATFORM LAYER

Lanier multi-function color systems – general office, professional, central reprographics or print-for-pay environments.

Multi-function Products – stand-alone and networked printing and document solutions.

Printers – complete line of network-capable black and white and color printers.

Facsimile – full line of feature-rich facsimile machines.

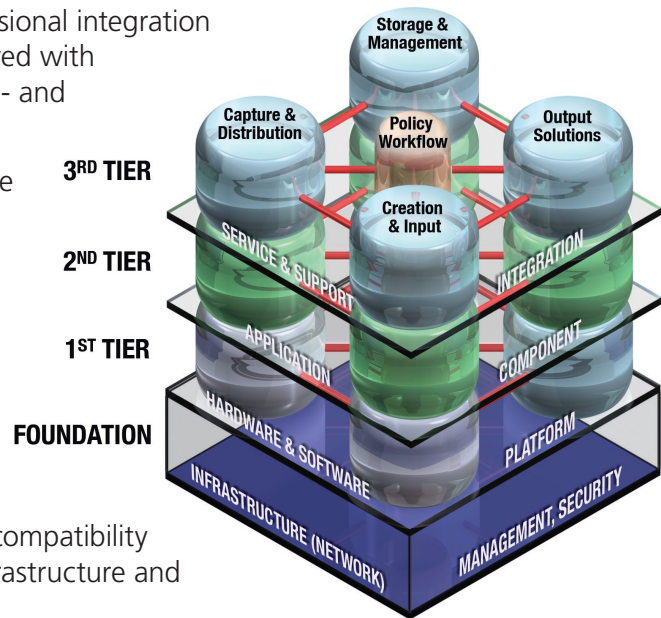**Digital duplicators** – affordable output alternatives.

Wide format – analog and digital wide format solutions for low- to medium-volume users.

Scanners – high image quality, high speed scanners with advanced paper handling capabilities.

Production systems – high-end, high-speed systems for high volume, high quality production demands.

The Document Solutions Framework represents Lanier's solutions development approach to helping your company achieve a fully-integrated document management strategy. DSF is structured in four tiers:
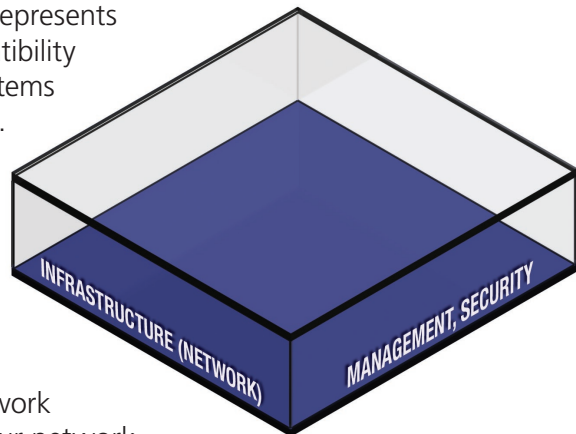
- **Tier Three:** Professional integration of solutions deployed with comprehensive pre- and post-sales support

- **Tier Two**: Software applications developed on our open platform

- **Tier One**: Best-in-class hardware devices and software with an open platform

- **Foundation**: Full compatibility at the network infrastructure and security level

Foundation – Network Infrastructure

The foundation of the DSF represents Lanier's emphasis on compatibility with all major operating systems and network infrastructures. Lanier hardware and software solutions have been proven and tested on all major platforms and in thousands of configurations so your IT staff can have confidence knowing our solutions will work within the parameters of your network.
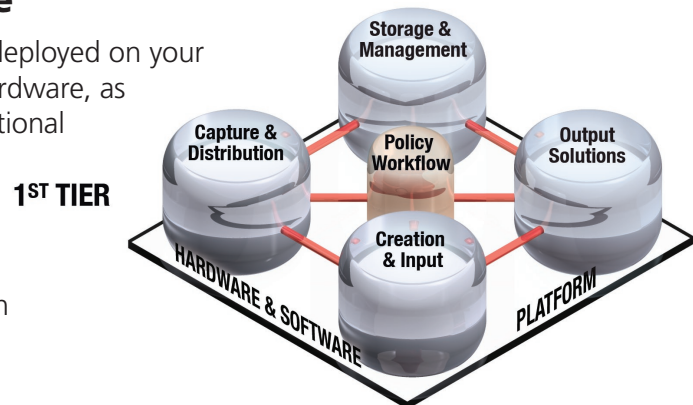

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Tier One – Hardware and Software

Tier One of the DSF ensures that the Lanier devices deployed on your network will operate seamlessly with pre-existing hardware, as well as leading enterprise application software. Additional benefits include:
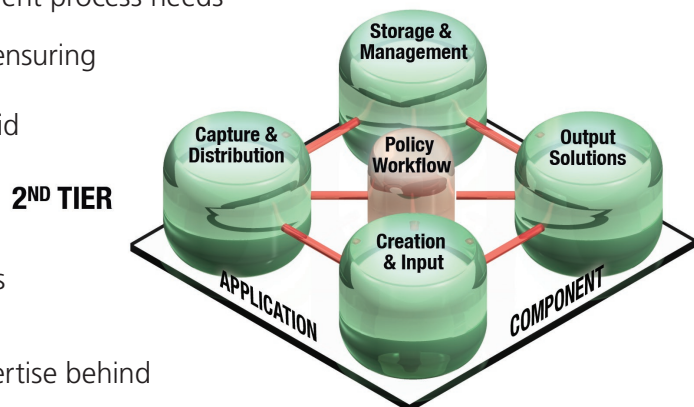
1ST TIER

- Superior quality and features

- Easy trial, installation support and upgrade path

- Strong patent portfolio

Tier Two – Applications

Tier Two includes the application development platform, which allows for the creation of integrated applications for networked devices. In addition to universal compatibility with other vendors' solutions, Lanier supplies server-based and serverless solutions to distribute documents across the network, increasing the value of your Lanier investment. Additional benefits include:

- Open and modular platform

- Solutions tailored to industry-specific or document process needs

- Broad experience in application development, ensuring successful software roll-out across industries or throughout similar document processes for rapid deployment and increased speed to market

2ND TIER

- Strong ISV and technology partnerships

- Global portfolio of existing applications ensures delivery of the right solution quickly

- Certified resellers offer the same technical expertise behind every product or software solution sold

- "Voice of the Customer" philosophy ensures that customer feedback is used to fuel new product development and customization projects
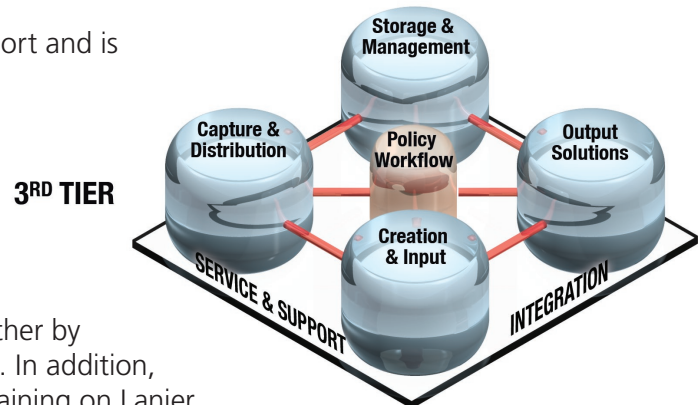
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Tier Three – Services and Support

Tier Three of the DSF incorporates services and support and is composed of three separate units:

Technical Support

Lanier technical support personnel are highly-trained professionals who deliver nationwide, on-site service for Lanier's MFP, printer, scanner and facsimile product lines. These services are offered either by contract agreement or on a time and materials basis. In addition, all Lanier resellers undergo similar and continuous training on Lanier technologies.

3RD TIER

Storage & Management

Capture & Distribution

Policy Workflow

Output Solutions

Creation & Input

SERVICE & SUPPORT

INTEGRATION

Business Technology Consulting

Lanier Consulting Services uses the DSF framework to help you reduce total cost of ownership through a sound document management strategy that includes:

- Technology right-sizing

- Network device analysis

- Information workflow

- Process re-engineering initiatives

Lanier uses a team approach with Lanier sales engineers, workflow consultants and technical liaisons working together to analyze your document processes and your current network infrastructure to uncover bottlenecks. Trained consultants conduct surveys about how your company creates, distributes, manages and stores information. They also speak to end-users and IT staff about your equipment and applications to determine if resources are being used efficiently. Lanier consultants employ the DSF to identify areas for improvement and recommend a document management strategy that fits your unique needs. You will also receive a step-by-step implementation plan that maximizes your current technology investments while allowing enough flexibility for network and company growth.

Lanier can also help you track costs – before and after – to ensure that workflow improvements provide maximum uptime and cost savings.

Lanier consultants use the latest tools and techniques to improve your document processes, including a workflow-mapping approach to continuous improvement. In addition, consultants are trained on Net ++, CDIA+ and hold certifications in PMI, MCSE, CNE and other industry associations.

NetSourcing — Internet-based Services

Lanier's NetSourcing solutions offer a range of hosted applications and solutions consulting to help you improve your document management efforts. With powerful web-based collaboration features, NetSourcing provides on-demand document management and storage anytime, anywhere to ensure security and compliance within your organization.

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Improving Your Company's Workflow

By allowing Lanier consultants to evaluate your company's document processes using the DSF, your company can:

- Increase efficiency through automation
- Free up critical IT staff time by reducing installation and maintenance issues
- Streamline workflow and reduce total cost of ownership
- Reduce the number of steps to accomplish document processes, improving company-wide document flow
- Enhance collaboration, especially for companies with multiple or international locations
- Simplify adherence to internal and external government policies
- Improve security by protecting intellectual and paper assets from destruction or misuse
- Create an ongoing, structured document management strategy to maximize workplace productivity

About The Document Solutions & Services Division (DSS)

The Document Solutions & Services Division (DSS) is leading the industry with a portfolio of solutions that transform paper documents into information that easily integrates into existing business workflows to measurably improve document workflow efficiencies. DSS is committed to creating new "document-centric" customer value that will revolutionize how individuals and businesses use digital and paper-based information.

DSS offers a complete package of products, services and support programs to all our channels, comprising of direct and indirect operations under the Ricoh, Savin and Lanier brands.

About Lanier

Lanier's broad line of award-winning products helps customers succeed in finding the right document-management system to meet their needs, delivering solutions and services that increase efficiency, reduce cost, and improve document workflow. Lanier's solutions include digital multi-function products (color and monochrome), printers (color and monochrome), multi-function facsimile, scanners, digital duplicators, wide-format systems, as well as a full range of software applications for printing and document management. Lanier is a brand of Ricoh Americas Corporation, based in West Caldwell, NJ.

For more information on Lanier products, visit www.lanier.com

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DOCUMENT LIFECYCLE

The third tier of the DSF approach follows a document lifecycle as a blueprint for re-engineering your workflow:

Creation – processes that add value by converting information to documents.

Capture and distribution – processes that improve operating efficiency by allowing people to push documents to or pull documents from destinations.

Storage and management – document repositories and methods for managing and controlling documents.

Output – methods for printing and displaying documents.

Document
Solutions &
Services