



Imagine. Change.®
Ricoh® Drives Essence
of Company Brand
through Transformed
Talent Acquisition
Strategies

ADP's RPO Solution

For more than 50 years, Ricoh® has been an innovative global technology company, specializing in office imaging equipment, production print solutions, document management systems, and IT services. With 30,000 employees across all 50 states of the U.S. and more than 100,000 employees globally, Ricoh strives to deliver innovative products and services that constantly create new value for the world at the interface of people and information.

In 2012, with many hard-to-fill openings as a result of high growth opportunities, Ricoh sought to renew its talent acquisition approach. Its goals were to ensure a strong pipeline of future talent, increase centralization across all U.S. locations, streamline workflow, and engage with a true partner that could provide long term, technology-integrated sourcing and recruiting solutions.

Ricoh found it critical to find a solution that was nimble enough to flex with the quickly evolving industry, but also one that helped ensure high-quality talent that would bring continued innovation to Ricoh's customer base and drive market leadership. After an exhaustive search for the best solution, Ricoh selected ADP®, as its recruitment process outsourcing (RPO) provider.

"Looking at a number of solutions, we found it advantageous to work with a provider who could own both the recruitment process and technology."

"By selecting ADP and using ADP technology as the successor to Ricoh's legacy Applicant Tracking System (ATS), Ricoh gained a partner with an intimate understanding of our needs and the ability to build that customization into both the technology and processes across the board."

- Victor Maciak, Vice President, Talent Management, Ricoh Americas Corporation

Now several years into the partnership, this global industry leader has driven new innovation into its talent acquisition strategies and is experiencing positive results. Through dedicated services and customized technology solutions, Ricoh has gained a more holistic, streamlined and consistent process.

One example is Ricoh's new suite of automated talent acquisition tools. By fully integrating ADP technology into the overall solution, Ricoh gained the ability to automate previously manual tasks such as screening, assessments, scheduling, candidate tracking, and background checks. And because there is no on-premise software, this cloud-based system enabled simultaneous implementation at all locations, which helped to establish a centralized hub for hiring activity. Now, with a single sign-on, hiring managers can create requisitions and track candidate progress throughout the entire hiring lifecycle.



RPO Case Study - Ricoh

Additional portals enable automation of internal offer letters, document management integration, integrated salary files, automated rehire eligibility checks, and automated approval matrices. To help better identify key wins and predict roadblocks, managers also have the enhanced ability to view all activity of their direct reports.

Standardized and ad hoc reporting data effectively depict key hiring performance metrics both internally and externally, allowing ADP to consult, educate, and partner with key Ricoh stakeholders by providing concrete documentation of the “true story.” It also enables continuous improvement opportunities and increased levels of buy-in from hiring managers and HR leaders.

Ricoh’s focus on a positive candidate experience gives candidates the benefits of online new-hire portals that provide individual status tracking, self-scheduling tools, and robust benefit information, as well as onboarding documents and information. By leveraging a combined RPO and HR technology solution, Ricoh has experienced positive business impact across the board. Hiring manager satisfaction exceeded the companies’ shared goal by nearly 10 percent, time-to-fill ratios beat their goal by 24 percent, and Ricoh saw improved interview-to-offer ratios for corporate and operations positions.

Continuing the Partnership

After seeing these successes, Ricoh expanded its relationship with ADP in early 2013 to include responsibility for additional positions across the organization. Today, ADP RPO oversees recruiting for 90% of Ricoh’s hiring activity. By integrating ADP technology-enabled sourcing and recruiting solution, Ricoh has successfully kept up with its high growth demands, enabling the organization to hire over 65% more associates than before.

Maciak continued, “By integrating our ATS technology services with its RPO services, ADP was able to help us create a more sophisticated, cost-effective and strategic approach to talent acquisition.” •

About ADP RPOSM

Employers around the world rely on ADP (NASDAQ: ADP) for cloud-based solutions and services to help manage their most important asset – their people. From human resources and payroll to talent management to benefits administration, ADP brings unmatched depth and expertise in helping clients build a better workforce. A pioneer in Human Capital Management (HCM) and business process outsourcing, ADP serves more than 630,000 clients in 100 countries. ADP.com.