

Dear Client:

Thank you for your continued business. We value our association with your company and want to brief you about changes that are occurring as we continue our journey to become a fully owned subsidiary of Ricoh on July 1, 2010.

On June 1, 2007, we shared with you the news that IBM and Ricoh had entered into a joint venture called InfoPrint Solutions Company. We promised that the joint venture would allow us to bring you innovative technologies and a broader portfolio of offerings to help address your printing and output objectives, while continuing our tradition of providing you with world-class services and support. I am pleased to report that we have kept that promise.

Since the start of the joint venture, we have announced new hardware, software and solution offerings that cover the full spectrum of our portfolio -- from low-volume desktop to high-speed production and multifunction printers to new software, solutions and services. These offerings have been designed to help customers improve workflow efficiency, reduce costs, increase return on investment, and optimize their current print infrastructure. You will find information about all of our offerings on the [www.infoprint.com](http://www.infoprint.com) Web site.

Today, I am announcing the next step in our journey -- the separation of our IT systems from those of IBM, effective June 1, 2010. InfoPrint is migrating to a single Oracle-based system that will simplify our business processes. There will be changes in the way you place orders for products and services, remit payment, etc. To minimize the impact of these changes, you will be notified of all changes well in advance of June 1. All changes will also be posted at <http://www.infoprint.com/transformation>. This separation of our IT systems means streamlined processes that will provide faster, more efficient service to you, our customers.

We are confident that these changes will enhance your experience while doing business with InfoPrint. Should you have any questions or concerns, please feel free to contact your local representative. You will also find a "Frequently Asked Questions" section on our transformation Web site.

The separation from IBM is only one step in re-engineering the way we do business as a company. We will continue to evolve our business to ensure that we remain squarely focused on you and your print solution needs.

Again, your continued business is greatly appreciated. We are confident the changes under way will result in better service to you, our valued customers.

Regards,



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**Daisuke Segawa**  
**President & CEO**  
**InfoPrint Solutions Company**