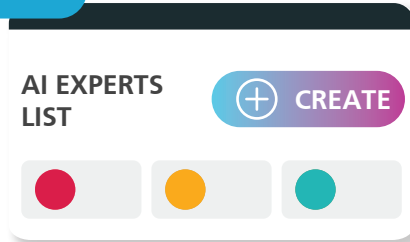# RICOH InnoAI Hub

RICOH
imagine. change.

Your smart assistant for instant, personalized access to company knowledge. Boost productivity, make smarter decisions, and easily tap into team expertise.
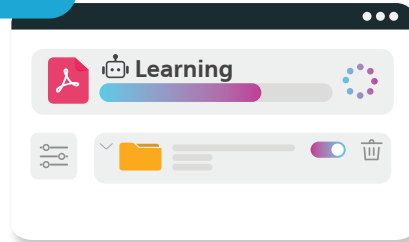
How InnoAI Hub Works?

STEP 1

AI EXPERTS LIST   ⊕ CREATE

Customized Databases
Create and manage your own custom corporate databases, structure information as needed
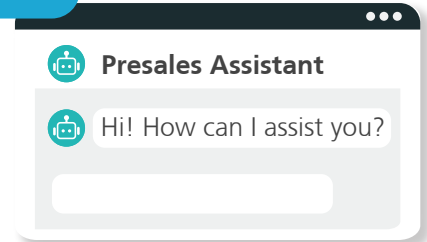
STEP 2

📄 Learning

Knowledge Base Learning
Add company documents, domain knowledge, specific website content, or integrate multiple system data (e.g., social platforms, CRM, inspection reports) to enrich the knowledge base.

STEP 3

🤖 Presales Assistant
🤖 Hi! How can I assist you?

Intelligent Search
Advanced search features like semantic search and personalized AI settings improve information access

Data Integration Capabilities

Ricoh InnoAI Hub now supports the following integrations to further enhance insights and operational efficiency:
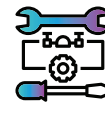
Communication Integration
Connects with multiple channels such as Facebook, Instagram, WhatsApp, and Email to import customer interaction data into the knowledge base, where AI provides analytical insights.

CRM Integration
Links CRM data (e.g., invoices, quotations, prospects status) and uses AI to generate summaries and recommendations.

Inspection Integration
Receives drone building inspection reports and incorporates them into the knowledge base for in-depth analysis and insights.

Industries that Need InnoAI Hub

Legal and Business Services

Legal Document Comparison, Analysis, and Translation
- Read and compare legal contracts
- Provide improvement suggestions or analytical insights
- Highlight differences
- Translate into multiple languages

Human Resources and Talent Management

HR and Recruitment Assistant
- Manage employee health and wellness
- Optimize HR policy surveys
- Recruit top talent

Customer Service

On-Site Service Assistant
- Optimize on-site operation planning
- Diagnose on-site faults
- Retrieve equipment specifications
- Integrate social platform interaction data to enhance customer support efficiency
- Analyze drone inspection reports to improve on-site service decisions

Sales and Marketing

Sales and Marketing Assistant
- Generate personalized sales content
- Develop marketing strategies
- Provide product-related information
- Use CRM data to generate personalized sales recommendations
- Analyze customer interaction behavior to formulate precise marketing strategies

Why Ricoh?

Cutting-Edge Technology
The InnoAI Hub uses advanced AI techniques like transformer-based models, knowledge graph embeddings, and reinforcement learning.

RAG Technology
Retrieval Augmented Generation (RAG) combines information retrieval and language generation for accurate and user-friendly responses, ensuring a seamless user experience.

Proprietary Model
Ricoh's in-house developed large language model meticulously balances reasoning abilities and resource efficiency. Our LLM significantly reduces deployment costs while maintaining top-notch quality, security, and continuity.

Benefits and Advantages

Search What You Need
Summarize and compile information from complex documents. Verify authenticity by tracing information sources.

Secure and Private
Ensures confidentiality by keeping sensitive data within the organization.

Easy To Update
Drag and drop upload new documents. Organize files systematically.

Personalized Knowledge Portal
Each user gets a personal virtual assistant with tailored knowledge bases by team, department, district, or subsidiary.

Flexible and Scalable
The Hub evolves with the organization, improving to meet changing knowledge needs, staying valuable and relevant.

Service Plans
Our SaaS subscription options cater to a wide range of customers, from small teams to large enterprises. For those who prefer an on-premises deployment, customized solutions are available to meet the specific requirements of your project.

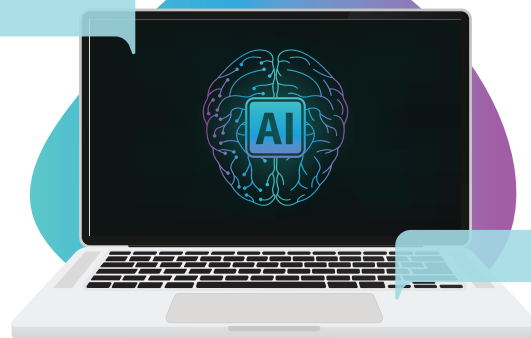## Contact us to learn more about Ricoh InnoAI Hub

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