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RR DONNELLEY ENHANCES ECoM™ OFFERING WITH OFFICE COMMUNICATIONS MANAGEMENT

Drives Document Production Cost Savings And Enhances Operational Efficiencies

LONDON – January 9, 2009 – R.R. Donnelley's Global Document Solutions, a leading provider of outsourcing services for customer communications management, announced today the launch of a new service that can help companies save significant costs by optimising their document production. Office Communications Management (OCM) from RR Donnelley is a configurable managed print solution that can be tailored and deployed across multiple production environments, from multi-functional devices to large scale digital print capabilities and central reprographics. Deploying an OCM solution can reduce document production costs by as much as 20%.

Research suggests that the costs associated with printing documents across an enterprise (including hardware, software, consumables and services) can account for up to 5% of a company's total revenue and other market studies show that as many as 90% of companies do not have a centralised means for tracking printing costs. The potential for operational enhancements and cost savings is therefore very significant.

The OCM platform incorporates the supply and administration of a wide range of printing devices including multi-functional units (printer, copier, scanner, fax) and digital printers. These are supported by innovative technologies to optimise document routing and workflow and provide high quality management information. OCM is backed by a comprehensive portfolio of support services including 7am-7pm six days a week call out, machine replacement guarantees, help desk support and training.

Mike Gordon, Managing Director at RR Donnelley Global Document Solutions (UK & Ireland) comments, "OCM provides a bespoke enterprise-wide print platform that reduces costs but also enhances operational efficiencies and overall performance. We help organisations adopt a strategic approach to document production by developing a roadmap to ensure that we address their initial needs but also regularly monitor and re-align the solution to reflect changes in requirements. We find that this focus on continuous improvement delivers the best results".

Following a comprehensive operational and commercial audit, RR Donnelley can either re-align and optimise an existing print infrastructure, or create a completely new print platform to support specific business goals. RR Donnelley Global Document Solutions is not allied to any particular hardware vendor, so the most appropriate devices are selected to deliver the best performance and return on investment.

OCM is part of RR Donnelley Global Document Solution's innovative Enterprise Communications Management (ECoM™) platform. ECoM™ provides a complete range of outbound and inbound outsourcing services to optimise the preparation, production, delivery and processing of customer communications across multiple channels including documents, email, web and SMS.

More information about RR Donnelley's customer communications outsourcing services is available at www.rrdgs.com.

About RR Donnelley

RR Donnelley (NYSE: RRD) is the world's premier full-service provider of print and related services, including business process outsourcing. Founded more than 144 years ago, the company provides products and solutions in commercial printing, direct mail, financial printing, print fulfillment, labels, forms, logistics, call centres, transactional print-and-mail, print management, online services, digital photography, colour services, and content and database management to customers in the publishing, healthcare, advertising, retail, technology, financial services and many other industries. The largest companies in the world and others rely on RR Donnelley's scale, scope and insight through a comprehensive range of online tools, variable printing services and market-specific solutions.

For more information, and for RR Donnelley's Corporate Social Responsibility Report, visit the company's web site at <http://www.rrdonnelley.com>.

Use of Forward-Looking Statements

This news release may contain "forward-looking statements" as defined in the U.S. Private Securities Litigation Reform Act of 1995. Readers are cautioned not to place undue reliance on these forward-looking statements and any such forward-looking statements are qualified in their entirety by reference to the following cautionary statements. All forward-looking statements speak only as of the date of this news release and are based on current expectations and involve a number of assumptions, risks and uncertainties that could cause the actual results to differ materially from such forward-looking statements. Readers are strongly encouraged to read the full cautionary statements contained in RR Donnelley's filings with the SEC. RR Donnelley disclaims any obligation to update or revise any forward-looking statements.

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