

IT Services

# Ricoh Workplace and Mobility

**RICOH**  
imagine. change.

Solutions



Information



Collaboration



Applications



Platform



Devices



Service Desk



End user IT



Security



On-site Support



# Solutions

For modern businesses, fine margins make a big difference. Being faster to return a quote, being agile to respond to a customer demand, freeing up time to focus on a key project, and getting slightly more out of each day – for your people, these are the things that mark the difference between success and failure, and determine whether your business can stay competitive in the modern, digital age.

And that's what a well-equipped, agile workforce can bring. Ricoh's Workplace and Mobility solutions can help you build and deliver a user-centric plan. We can also help you reduce IT costs and provide a robust and secure platform from which to build your productive business.

With extensive expertise in everything from mobility and security to productivity and cloud technology, Ricoh can assess your needs and orchestrate a custom solution in collaboration with the best partners in the industry.

Our Workplace & Mobility solutions encompass end to end capability and workplace managed services to ensure that your business can get the most of your investment; from discovery to design through to deployment, security, management and around the clock support.

## Our Solutions

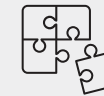
### Productivity Tools



Information



Applications



Platform



Collaboration



Devices

### Workplace IT Management



Service Desk



End-User IT



Security



On-site Support

# Information

Information is at the core of RICOH's heritage, no one understands it better. Our Workplace Information Management services span document management through to cutting-edge analytics.

We provide the platform, integration and tools needed to get more from workplace data, documents and devices. Access and secure information across multiple devices, channels, solutions and the Internet of Things.

Our customers are harnessing the power of real-time information to create smarter workplaces-making more successful decisions, streamlining processes and increasing profitability through anytime, any device access to powerful business information.

- Data and Analytics
- Application development
- IoT
- Information governance
- Document Management
- Integration
- Information platform (device, OS, productivity tools)

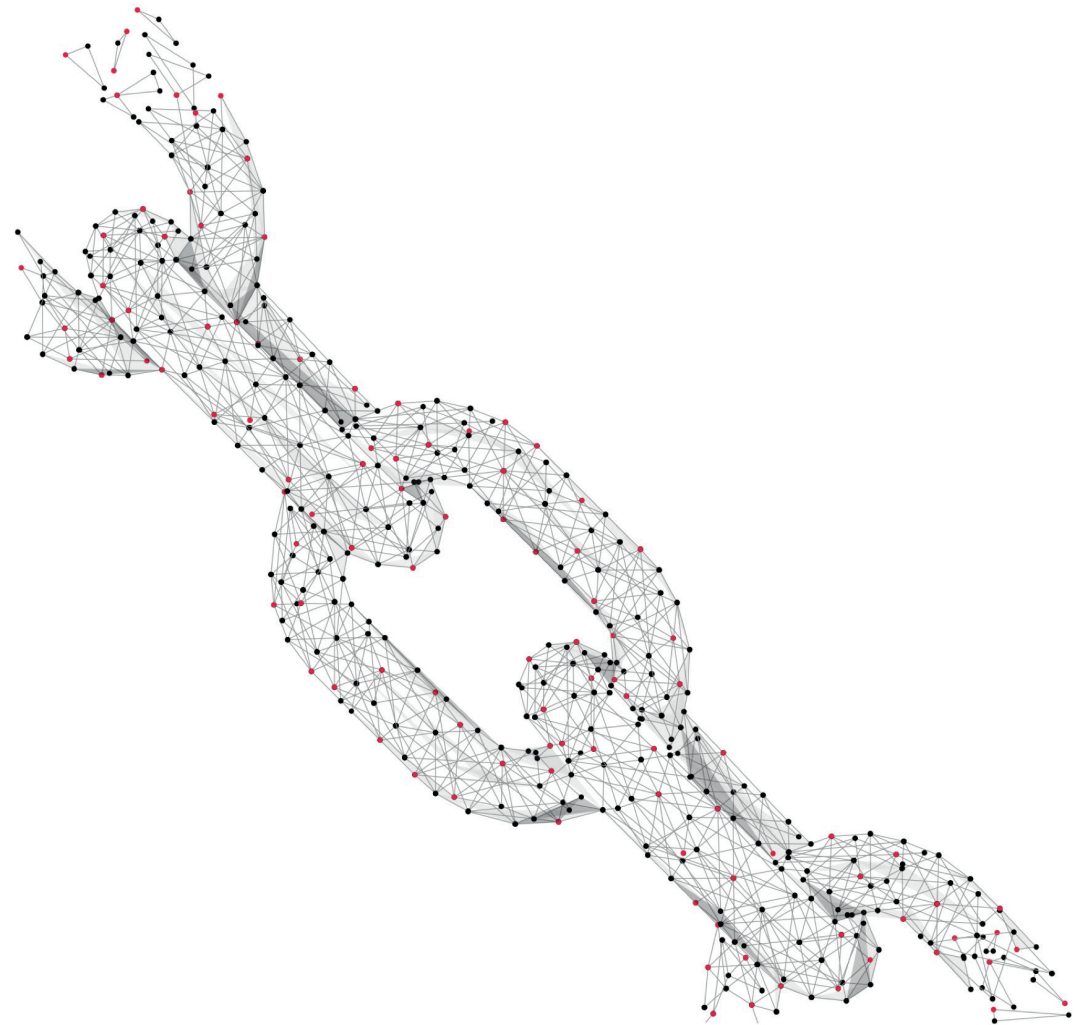


# Collaboration

Collaboration, connecting your people to critical knowledge, people and information, is key to running a successful business. And with today's modern ways of working, your employees may be spread out across multiple offices, on location at job sites or working on the road or from their home - so the tools they rely on to communicate with co-workers and clients have to be best in class to ensure optimum performance from your digital workforce.

We help your organisation build the ideal solution by assessing your current environment before designing a long-term strategy that gives you a competitive advantage. Next, we help you deploy and implement your technologies and assist with ongoing management of your environment and devices.

Our experts can customise device, voice, video or online collaboration tools to fit your user needs and your business goals. We offer on-premises, cloud-based and hybrid business collaboration and productivity solutions to help you create a flexible, scalable environment.

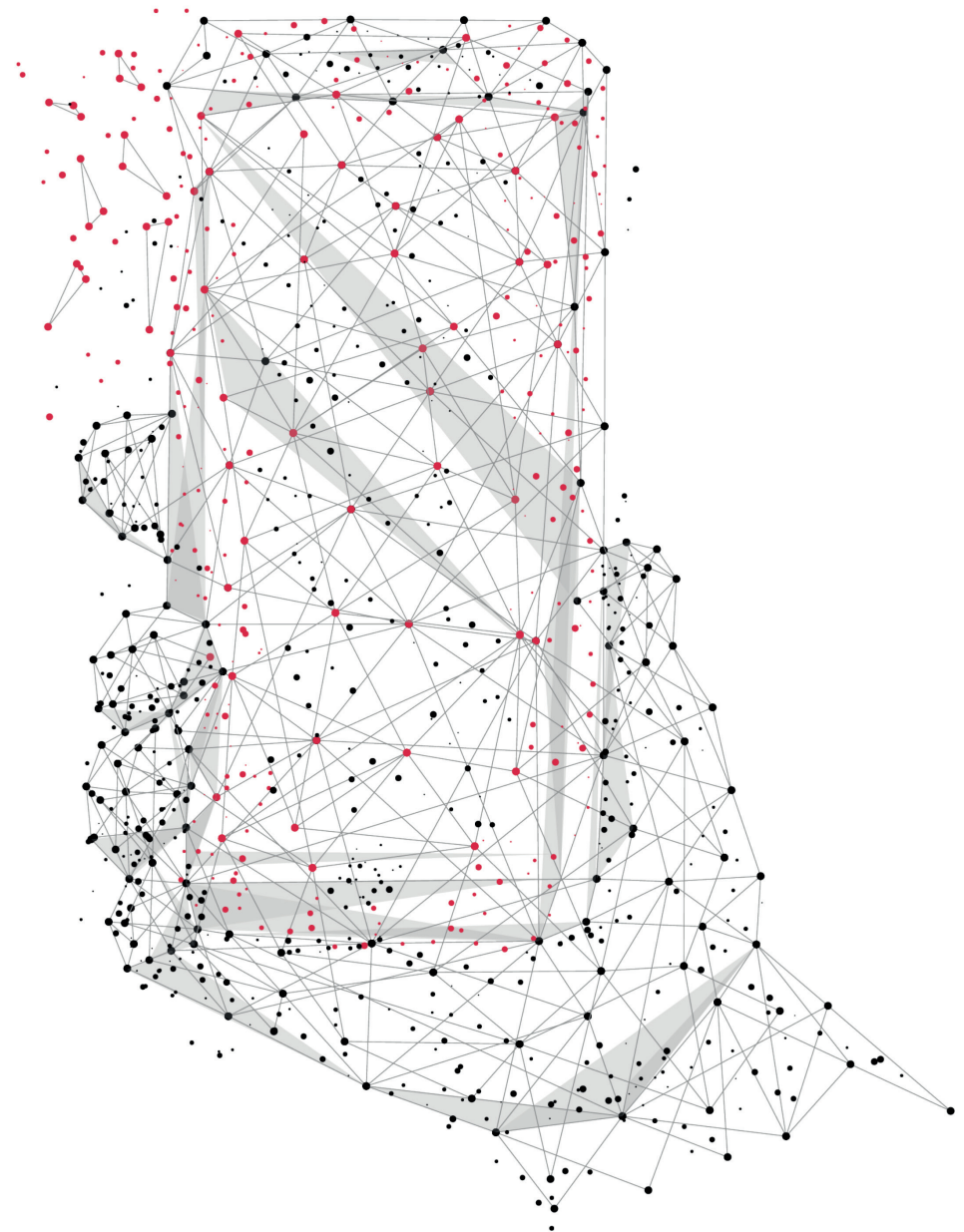


# Applications

Mobile and Desktop applications are both an opportunity and a challenge for organisations looking to improve worker productivity and customer experiences.

Applications can enable business to build collaborative cultures, share knowledge and manage processes more efficiently. But development, deployment and management of an application estate can be costly, complex and challenging.

Ricoh specialists guide, design, deploy and manage your applications so you can achieve a competitive advantage with industry leading application platforms, custom apps or virtualised legacy apps for improved management of your application estate. We also provide end to end application solutions. Offering application packaging and remediation for when you're modernising your IT platform, and application virtualisation, development and support as a fully managed service.



# Platform

The heartbeat of your workplace transformation is end-user computing and the platform that supports it. The challenge for organisations is giving users a seamless experience. This requires workplace modernisation that moves you away from technology silos. Instead, devices, security, data, collaboration and applications must be integrated to maximise efficiency and productivity for employees, driven by a people first, cloud-first model. Understanding how best to align the technology depends on how the business, and primarily, your people are going to use it – not the other way around.

Ricoh offers industry-leading platform management solutions, governed by our global consultancy approach, providing desktop/OS, data and application services that enable customers drive productivity through the latest technology whilst mitigating issues that result in lost time, money, and productivity.



## Desktop & Device

Windows • Design • Train & Adopt  
Migrate & Deploy • Lifecycle  
Support • Security



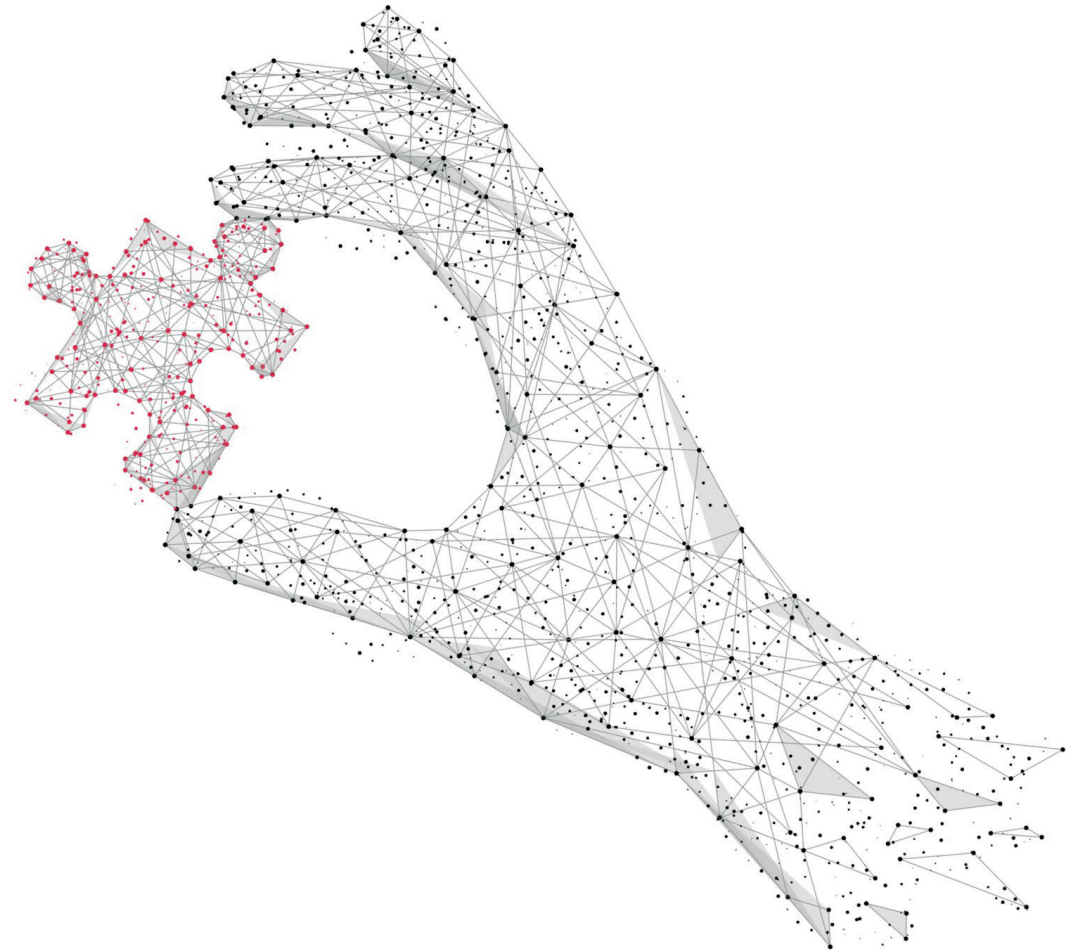
## Application

Remediation • Architecture  
Hosting • Deployment  
Support • Security



## Data

Optimisation • Migration  
Hosting • Deployment  
Support • Security



# Devices

Whether you require a fully managed device solution or simply the procurement and supply of your enterprise device roll out, Ricoh can support.

## Managed Desktop and Device Solutions

Ricoh can provide a desktop or device environment which is enhanced by centrally provisioned software services such as Microsoft O365 and security. Utilising a comprehensive set of managed service capabilities, we balance the need for fast and agile digital services with the stability that's required by in-house business critical applications and services.

- Access to SaaS based applications and storage
- Secure cloud-based identity management
- Self-service on-demand provisioning and application delivery
- Tailored configurations for different applications and user groups across a wide range of locations
- Context driven analytics services
- Ability to procure device, software and managed services as a /user
- Subscription bundle

## Lifecycle Services

With extensive experience in software distribution and configuration management, We ensure the quality of your updates prior to implementation to minimise any risk to mission critical services.

Our centrally managed, redundant and highly available managed workplace services provide a comprehensive configuration, change, life cycle and vulnerability management service that ensures your environments always remain up to date and secure. Whichever desktop or device platform you use, we can customise it to suit your environment. We also test each update before we deploy it to minimise risk.



# Service Desk

IT Services are complex to manage and maintain, and no organisation can avoid occasional unplanned issues. Being able to accurately diagnose the problem and quickly resolve is the competitive differentiator. When you face an IT issue within your business, you want to know where to find a resolution, and fast.

Ricoh's Service Desk teams are based both locally within country and also from our European Service Operations Centre and all operate across the standard Ricoh global service delivery methodologies, utilising standard Ricoh global toolsets. These support service hubs enable the professional recording, assessment, prioritisation and allocation of incidents, requests and queries to the correct resolver group ensuring faster resolution of all IT incidents and service requests.

This ensures service levels are maintained and end-users, business functions and departments are kept productive and have the IT resources they need to complete their tasks and objectives.

Options can be fully tailored to match your operational, technical and business requirements, providing whatever you need in terms of skills, service levels and hours of coverage.

- **Incident management options** – these can include resolution of user issues within the desktop infrastructure, 1st line incident and problem resolution for system support, business application services and network services
- **Remote assistance** – non-invasive, web and LAN based remote diagnostics reduce the need for site visits
- **Service requests** – a focal point for all IT requests and appropriate escalation and notification processes for equipment relocation and technical reconfiguration, training for new applications and staff induction, procurement and IMACD
- **Request fulfilment** – A contact hub for receiving and responding to end user requests for new IT equipment, access to network or shared resources and additional software functionality
- **End user support** – advice for end users on how to utilise products, solve IT related issues, functionality requirements and password resets



# End user IT

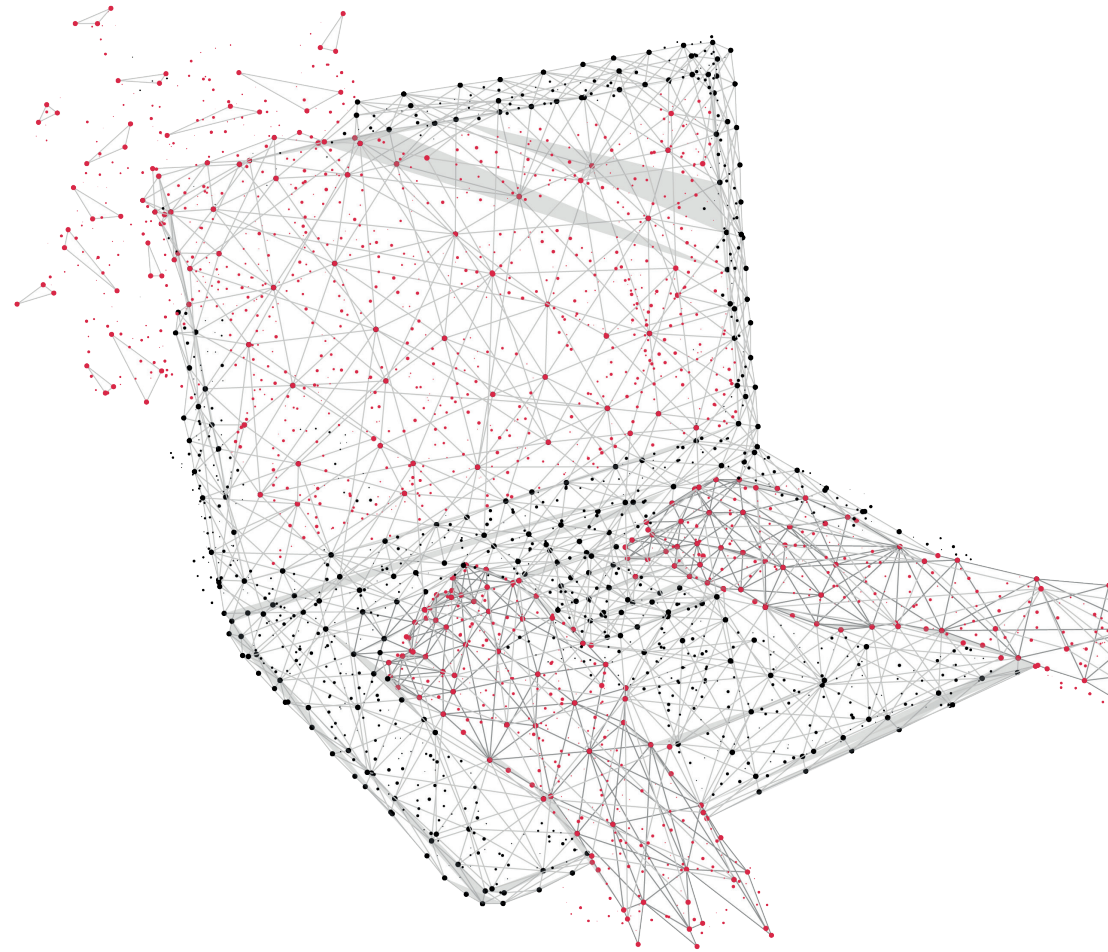
Faced with market disruption by new competitors and fast-changing customer needs, your business needs to be more adaptable than ever. With the world now working at digital speed users want a fluid, consistent and consumer-like experience and businesses want be more agile and innovative.

Ricoh supports organisations to take advantage of the latest productivity tools, whilst balancing user experience with security and control.

As IT teams transform their service delivery to meet the needs of the modern age, they need to ensure environments and services are controlled, managed and secured to ensure continuous productivity and protection.

Ricoh can help you to define an end-user IT management strategy that supports the unique the needs of your organisation. We develop flexible device, data and application management controls based on the persona's within your business, whilst protecting your critical business information.

- Consultancy, planning and design
- End user device management
- Governance & Security (device and data)
- Configuration management
- Mobile device management



# Security

Security in the digital age is at the forefront of any IT Directors' agenda. The explosion of cyber threats, trends such as Big Data, mobility and the compliance regulations that have emerged in their wake, means the impact of doing nothing is huge.

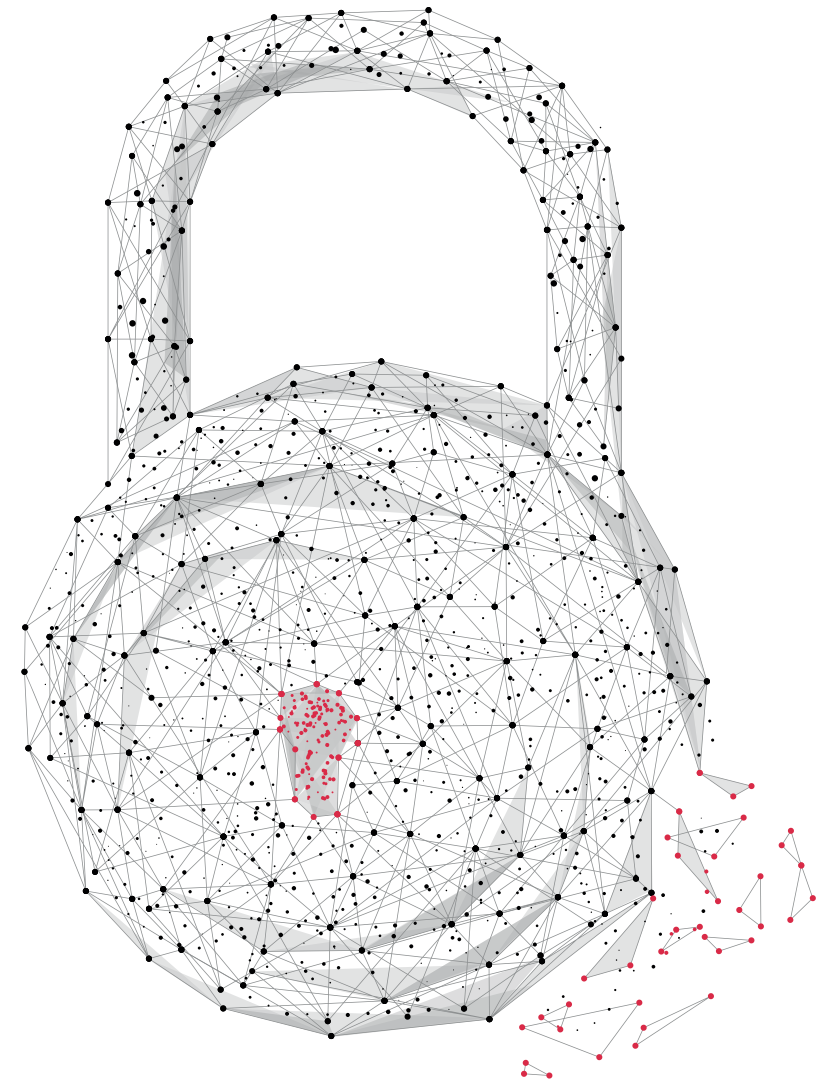
With financial risk now comes reputational risk from data loss and theft. As threats increase from hacking to direct theft to malware - how can you ensure your organisation is protected and stays ahead of increasingly sophisticated attacks?

Ricoh blend expert professional and delivery services, partnering with industry leading security solution providers to build best in class security solutions - offered as a point solution or as a fully managed service.

We assess and review current measures and policies and then develop a solution that protects your business, providing a secure managed infrastructure from which to confidently manage your workplace productivity solutions.

## Ricoh's Security Services include:

- Discovery & assessments
- Business continuity
- Perimeter protection
- Cyber security
- Cryptography
- Operational controls
- Device management
- Collaboration/Productivity security
- Vulnerability & patch Management
- Security awareness, training & reporting
- External intelligence
- Assessment and review



# On-site Support

A highly reliable and efficient IT infrastructure is the foundation of a successful business. No matter how small the problem, faults in your hardware or software can prove extremely disruptive to normal business operations, especially when they aren't dealt with immediately.

When any part of your infrastructure malfunctions, you want to know your staff can return to full productivity without delay. Ricoh's team of vendor accredited field engineers, infrastructure and hardware specialists are able to provide around the clock support and essential repairs in the shortest possible timeframe.

Delivering on-site support for an organisation demands a precarious balance of staffing, equipment stocking, management of skill profiles and availability to complete on-going projects. To remove the burden of resourcing and costs, Ricoh offers a comprehensive field engineering service.

- We guarantee an engineer on site, in accordance with an SLA designed to suit your business
- Our team of field engineers are all vendor-accredited and trained to the most recent industry and manufacturer standards. This allows them to offer immediate critical specialist care and support
- Ricoh's technical team is able to offer the necessary support to customer sites based across Europe and Globally
- The team is equipped to repair almost any issue, whether it be hardware or infrastructure related



## Ricoh Europe

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For more information on Ricoh IT Services please visit:



[www.ricoh-europe.com/its](http://www.ricoh-europe.com/its)



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