Ricoh IT Services

Remote Infrastructure Management Services

Data Centre & Infrastructure Services

RICOH
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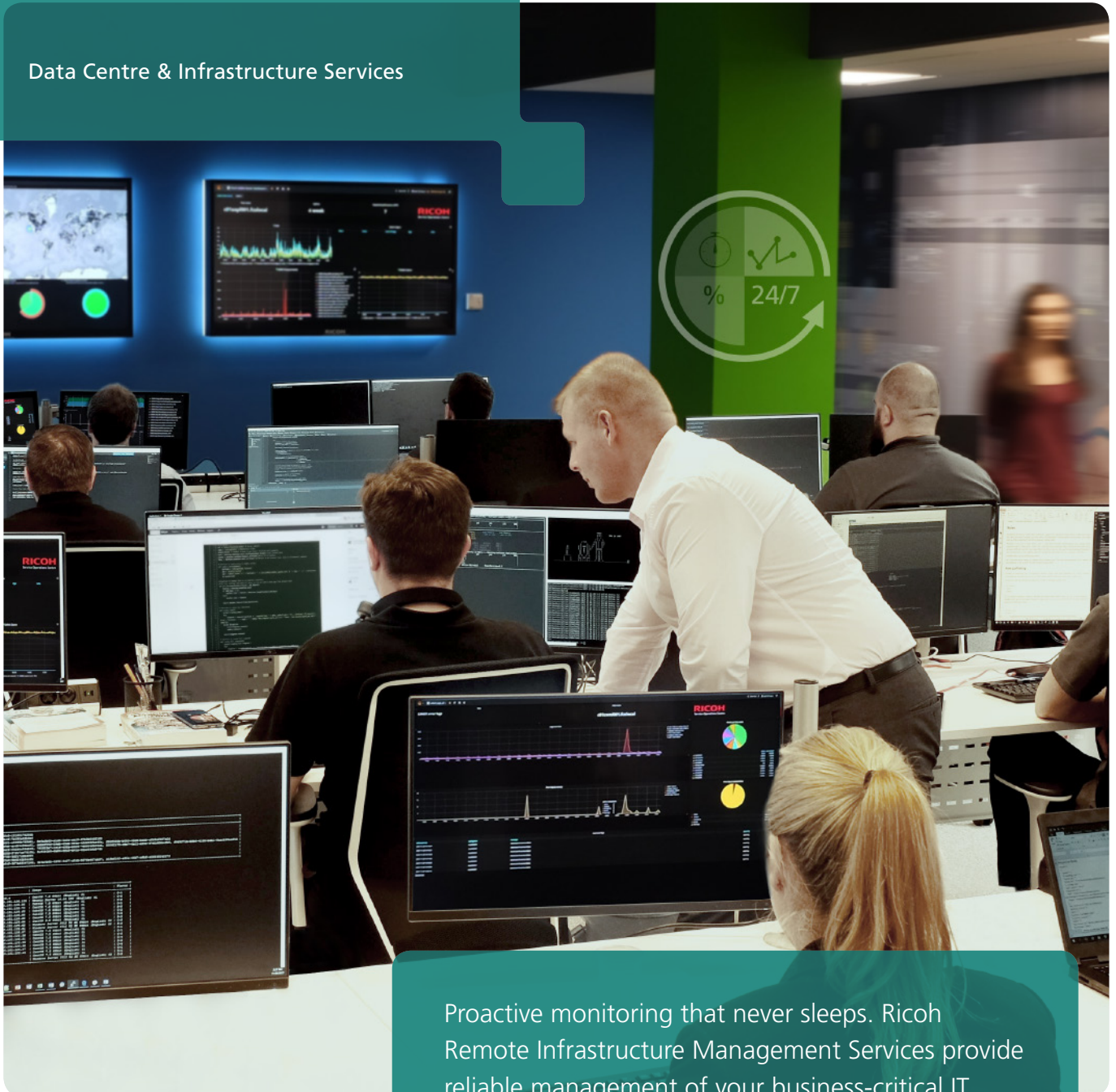
Proactive monitoring that never sleeps. Ricoh Remote Infrastructure Management Services provide reliable management of your business-critical IT infrastructure, operating 24/7, 365 days a year. Ensuring system availability, efficiency and security for your organisation.

Why outsource IT infrastructure management?

In today's fast-paced and competitive market, it's imperative that IT systems remain available around-the-clock to ensure productivity. Capacity and security issues need to be proactively identified and resolved before they impact on business growth and IT systems need to be agile and able to respond to shifting priorities.

On top of this, IT teams find themselves under pressure to reduce costs, while managing an increasingly sophisticated IT stack. Faced with these challenges, more and more businesses are entrusting their infrastructure management to specialist third parties.

Ricoh Remote Infrastructure Management Services provide an end-to-end solution for organisations of any size, whatever your requirements.

The service combines industry-leading toolsets, processes and skilled analysts to ensure system availability, security and integrity. The Ricoh support team operates 24 hours a day, 365 days a year and the service manages all major vendors of server, storage, network and cloud-based

infrastructure. Remote Infrastructure Management gives you access to a broad range of skillsets and deep technical expertise without having to hire additional internal resource, providing total cover whatever your needs are today, or in the future.

Our Services		
Operational		
Remote Infrastructure Monitoring and Management	Incident, Change, Request & Problem Management	Service Management and Reporting
Security		
Updates and Patching	System Integrity Monitoring	Incident Response
Continuity		
Back up and Restoration	Disaster Recovery	Configuration Management

Proactive monitoring and technical support that promotes stability, system availability and security

Response · Integrity · Proactivity · Security · Continuity · Availability

RICOH Remote Infrastructure Management
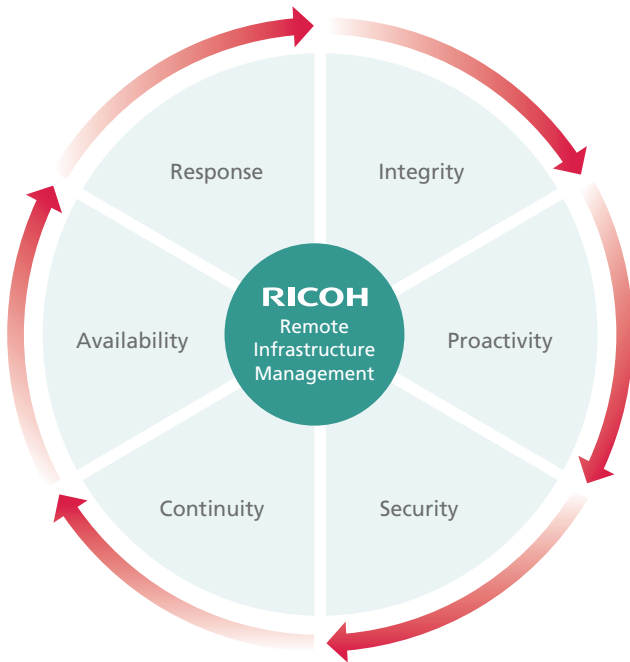
Our team, based at the Ricoh Service Operations Centre, provides proactive monitoring, technical support and management, to ensure your IT system's smooth and consistent performance.

The team proactively identify and resolve any technical or security issues before they impact on your business, as well as handling patching, system updates and configuration.

Our high service levels mean that we work quickly and efficiently to provide you with total coverage, at all times.

A single point of contact for queries, Incidents, Change and Configuration Management

Faced with an ever-growing array of suppliers, software and systems, when IT teams need to resolve an issue or adapt in order to prevent one from happening in the future, it can be hard to know where to start.

Consolidating your IT system monitoring and management to a Ricoh Managed Service will give your IT team a single point of contact they can reach out to, no matter what challenge they face. The service provided is agile and can quickly adapt to meet your changing requirements.

Customer success story

A multi-national Gas and Oil Company had chosen to change their IT Services supplier to a more agile and responsive provider. Operating in 73 countries across the globe and with 33,000 employees reliant on the IT infrastructure, it was critical that they improve service levels, resilience and performance received from their outsourced IT.

Ricoh developed a solution encompassing service desk and on-site desk-side support, immediately improving response times. We designed and built a modern and flexible converged infrastructure that provided the scalability the customer needed. It also allowed the Ricoh team to deploy it quickly, with minimal risk and disruption to the business. Any issues and risk to their IT infrastructure are now spotted before they become a problem thanks to our comprehensive monitoring service.

Total compatibility to meet your IT system's unique specifications and needs

Ricoh's Remote Infrastructure Management Services supports the following technologies:

- Server (Windows, Linux, Vmware, Citrix)
- Network (Cisco, Juniper, Watchguard, Azure, Fortinet, SonicWall, OpenVPN, Meraki, HPE, Aruba)
- Storage (NetApp, Dell, EMC, HPE, Azure)
- Applications & Databases (Oracle DB, SQL, MySQL)
- Backup & Security (VEEAM, Backup Exec, Legato, MS DPM, MABS, Kaspersky, Sophos, McAfee)

Customer success story

The company needed an IT to a partner who could support, monitor and protect their infrastructure and critical business applications. This would enable them to focus on their core objective - running their business productively and securely, without disruption.

Ricoh were selected as a trusted partner to provide:

- International and end-to-end hybrid cloud solution
- Consultancy and advisory services
- Network and infrastructure management
- Back up and help-desk support

The customer's IT infrastructure is now more efficient, resilient, secure and flexible. It meets the evolving needs of the business, without compromising on security. So the company can now focus on keeping their operations and people productive and agile.

Why Ricoh?

80 years' experience solving some of the world's most complex technology problems.

We're experienced in solving the most complex IT problems. We provide end-to-end support, taking you from legacy infrastructure to a fully Managed Service, or supporting your transformation from traditional to cloud-hosted infrastructure. Our Remote Infrastructure Services will help you to reduce costs and avoid complexity.

For more information, contact your Ricoh Account Manager

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IT Services