

IT Services

We're not just good on paper.

You might know us as a print company. That's only part of the story. We're big on IT too, with products and services that can help your business thrive.



Helping businesses to achieve their goals.

We know that every customer is unique. So to meet individual customer goals, we ensure that our solutions are consistent, flexible and repeatable – blending best practice with customer alignment to create success.

With a heritage in print and leadership in document management, we are close to our customers and understand their productivity needs. This provides us with an unprecedented insight into the experience of end users and business devices, and how optimisation is realised through the convergence of IT services and solutions.

Our IT services complement our document solutions, and are designed to answer genuine business challenges. We do this by taking the time to understand our customers, applying proven and established techniques to explore their business needs before developing the right solution to address them.

This approach has helped to make us one of largest technology companies in the world.



Think differently.

Like our customers, we know that standing out in a crowd is essential to stay ahead of the competition. That's why we think differently.

Thinking differently at Ricoh is about applying our skills, knowledge and experience to help you to get the most from your IT investments in the long term, as well as addressing tactical needs. Ultimately, it's about creating the space for you to achieve your business goals. This enables your business to:

Be flexible: By providing you with the knowledge and support you need to respond quickly and effectively to changing business needs.

Stay efficient: By helping you deliver smarter IT, either by increasing the effectiveness of your own IT teams or designing and delivering efficient technology and service solutions for you.

Keep ahead: Through thought leadership, access to leading edge technologies and continuously improving services capabilities. Thinking differently is our way of delivering better IT solutions to our customers. It's about enabling you to harness your own strengths by leveraging ours.

International law firm reduces support costs by 30% & increases efficiency with Ricoh IT Services.

"When designing the deployment Ricoh never came to us and said 'you've got a problem'. They worked with us, rather than for us and it felt like a partnership. Ricoh was flexible, we were flexible and together we delivered the project on time and on budget. I think that was the key thing for us really. We'll be upgrading the operating system on all desktops soon and it will be Ricoh that we'll turn to first to complete the work."

Spokesperson, International law firm

We make IT work.

With an agile business structure and a flexible, customer-focussed culture, we're able to respond quickly and effectively to your business needs. Our IT processes and tools are designed to integrate seamlessly into existing organisations and our scalable resourcing solutions mean we are able to stand up expertise quickly. We have three key practices to help you succeed:

Infrastructure solutions

Our customers come to us for help on how to migrate desktop and application services in a more structured and optimised fashion using automation tools, asset and configuration management. This accelerates traditional refresh projects to successful outcomes for business initiatives such as platform legacy support and mobile device strategies. Our skills, experience and expertise span from Desktop to Datacenter so we can help you to assess, design and transform your IT to deliver true business value.

Lifecycle services

Customers work with us to leverage procurement and logistics capability across our operation to ensure all technology decisions are backed by best of breed vendors and partners. This removes the burden of managing this time-consuming and costly activity in-house, which can divert your attention when running a modern IT operation. Our end to end solutions can help you select, procure and deploy the right technology, maximising your investment in IT assets - with us providing service and support throughout the asset lifecycle.

Managed services

We're seeing more and more customers needing to improve how they deliver IT services back to their business and they are increasingly realising that they need a trusted partner to provide some, or all, of the engine room functions that help deliver a successful IT service. Our modular service solutions will maintain, manage and optimise your IT, delivering the key quality, cost and performance outcomes that enable you to achieve your business goals.

Infrastructure & management solutions.

Infrastructure optimisation

As part of our initial engagement with clients we apply defined and proven assessment principles to understand the maturity and untapped potential across the datacentre, network and desktop infrastructure. Our optimisation services identify short term improvements and provide recommendations for longer term, strategic direction and development.

1. Business device and user productivity services

We examine the current state of the device and application environment through audit and discovery workshops, application compatibility analysis and proof of concept consultancy, to design the optimal architecture to meet the modern workplace. We also focus on how device and infrastructure architecture supports business user requirements, from mobile and cloud access to applications and knowledge management, and advise clients on the business case for successful change projects, programme planning and transition impact prior to service transition.

2. Networking and collaboration services

Our experts provide strategic direction that allows our customers to identify the best architecture to support their business goals. Services include cloud assessment workshops, capacity planning assessment, device end point management solutions, enterprise backbone network platforms - wired and wireless architectures and security architectures - intrusion detection, event

management and perimeter controls. Furthermore, our messaging infrastructure know-how incorporates classic email migration services, directory services design, testing, installation of new messaging platforms, mobile device messaging management and integration with cloud services such as Microsoft Office 365, Microsoft Exchange and IBM Notes.

3. Enterprise software solutions

Our strategy has two main areas of focus:

Firstly, leveraging our extensive relationship with HP, our solutions cover a wide-ranging portfolio aimed at supporting enterprise organisations optimise their investment in both core infrastructure and enterprise class applications. Our solutions embrace the Executive Scorecards, Project Portfolio Management, Application Lifecycle Management - including load testing of business applications under peak loading - and Security Intelligence for perimeter and intrusion management.

Secondly, we help our customers to understand the way information is used to make business decisions and how a strategy to leverage Microsoft SharePoint, Microsoft Office and other collaboration solutions can turn data into information management. Whether it's intelligent search, document collaboration portals or KPI dashboards for senior executives, business intelligence and information management is becoming critical to agile decision-making.

Hopwood Hall College saves £500,000 over three years.

Hopwood Hall needed to update their IT. We added new PCs to all their departments over two campuses and set up a data centre with 16 blade servers and five more for a storage area network. The new, more efficient infrastructure's saved them £500k and dramatically cut the amount of paper and energy they use. The college's director of technology and innovation Simon Evans said: "As an IT service provider Ricoh is outstanding."

Our services.

Managed services

We believe our approach to IT services sets us apart in the marketplace. IT and, in particular, end-user IT is becoming more and more commoditised. The operational expertise to manage and support the end user community is now broadly regarded as a standard, repeatable given in any out-tasking or outsourcing partner. We believe that providing commoditised, cost effective solutions doesn't mean we have to maintain a "one size fits all" factory. Our focus in designing and delivering services to our customers puts their goals at the heart of what we do, enabling us to deliver reliable, repeatable, efficient and high quality services – that's a given – but doing so with each customer's specific needs in mind.

Our managed service solutions span datacentre, network and end user support and management, providing:

- Service desk
- Remote technical support
- Infrastructure monitoring and support
- Network managed services
- Site and field support

With over 1200 field engineers, 250 central support analysts and a team of motivated and committed ITILv3 service managers, we design the optimum blend of shared, centralised and dedicated delivery approaches to achieve the balance of quality you need to achieve your goals.

Lifecycle services

Our lifecycle service solutions provide modular and integrated guidance, management and configuration services to support your assets, from cradle to grave. Our solutions are configurable to each individual customer's needs, providing a bespoke service underpinned by best practice and repeatable, cost effective components. Our end-to-end solution for selecting and deploying hardware and software for end user computing and infrastructure technologies includes:

- Technology evaluation and selection
- Procurement of hardware and software
- Configuration of hardware and software technologies
- Delivery and installation services
- De-commissioning and secure disposal
- Project management and co-ordination



Why us?

Our focus: your goals

We don't just focus on IT – we look at the business goals your IT serves. By putting your business objectives at the heart of everything we do, we can work with you to give you tangible business value. We call this method, centricity.

Proven, repeatable, successful

Our IT solutions are built upon an integrated ITS model, which enables us to assure low costs through sharing common tools, processes, methods and people. Our

approach combines this reuse of best practice with a very individual focus for each customer, assuring an optimum balance of service quality and cost.

Good, better, best

Understanding what you want to achieve will help us to achieve it. We don't make assumptions about what you want or why you want it, we work with you to understand your business need, budget and appetite for change, to determine the outcome. Whether you want to get good, be better or become the best, we can partner with you to achieve it.

IT services that don't cost the earth

In a world increasingly sensitive to environmental issues, sustainability not only reduces costs and improves the bottom line, it also enhances customer and supplier perception of companies and brands. We at Ricoh are on top of the latest developments in sustainability, offering a balanced mix of software, services, hardware and change management, based on validated research.

About Ricoh

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in more than 200 countries and regions. In the financial year ending March 2012, Ricoh Group had worldwide sales of 1,903 billion yen (approx. 23 billion USD).

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialised industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

Under its corporate tagline, *imagine. change.*, Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For further information, please visit www.ricoh.co.uk

Get in touch

We're on hand to talk you through any of this information and help get you started with managing your documents.

Call us on **0800 90 40 90**

Or email us on ukinfo@ricoh.co.uk