Integrated IT Lifecycle Services

Comprehensive, customisable services for the enterprise IT infrastructure environment

IT Services

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Integrated IT Lifecycle Services provide complete support for the IT infrastructure needs of large and international organisations. Ricoh's effective, efficient and reliable services can increase the productivity of resources, improve business agility, support business change and reduce the cost of maintaining your IT infrastructure.

Targeted support for your IT operations

Integrated IT Lifecycle Services from Ricoh enable enterprise organisations to transform IT to unlock the strategic potential in their internal resources. Based on our proven track record of delivering strategic support, we offer a comprehensive range of IT solutions and services – including on-premise and secure cloud-based solutions – that complement your existing capabilities, allowing greater innovation.

Across your IT, print, communication and network appliances requirements, Ricoh can help you benefit from reliable,

integrated support, giving you the freedom to focus your resources on driving competitive advantage through IT.

Our Service Desk provides a single point of contact for managing the full range of IT services, increasing responsiveness and reducing costs by consolidating IT support. Our local and international service network means we can offer targeted and fully-scalable support that other providers cannot.

Lower the cost of IT

By using Ricoh's Integrated IT Lifecycle Services to support your IT infrastructure you can gain greater value from your investment. Using our range of services to support your internal teams can help lower operational overhead, reduce complexity and deliver tangible cost benefits.

Integrated IT Lifecycle Services enable simplified budget planning through increased clarity and control over the services you receive, combined with Ricoh's cost-effective and clear charging model. As a strategic partner to our customers, we can work with you to determine the services of greatest value to your organisation, ensuring maximum results from your investment.

Increase productivity

Ricoh's Integrated IT Lifecycle Services offer complete infrastructure support that enables you to release IT resources from functional responsibilities, focusing instead on driving innovation and delivering long-term IT enhancements to improve the quality of your operations.

Our dedicated technical support process, based on industry best practices and our experience of providing managed IT services internationally, ensures the highest performance of your infrastructure. Ricoh's track record of technology innovation, accredited teams and strategic partnerships with technology providers mean we can provide IT solutions and services that reliably meet the needs of our customers.

Integrated, scalable support

As market and business change drives growth in your organisation, partnering with Ricoh will provide consistent, reliable support across your operations, giving you the ability to maximise the effectiveness of your IT infrastructure.

Integrated IT Lifecycle Services can be seamlessly integrated with our support for enterprise imaging and document infrastructure, including managed and outsourced document services, production printing and network appliances.

This enables Ricoh to provide a coordinated and managed approach to your information and communication needs and single vendor support for your entire IT infrastructure environment.

Our extensive local and international service capability and engineering teams enable us to plan, manage and support the largest deployments.

Support across the IT lifecycle

Ricoh's Integrated IT Lifecycle Services offer a range of infrastructure capabilities and support, providing complete IT service assurance through a single partner.

Our IT service portfolio can help you define and implement your IT strategy, design and manage infrastructure transformation projects, deliver effective Service Desk solutions and manage and support your workplace IT environments.

Our proven track record of delivering technology services means we can closely integrate with your existing capabilities, ensuring a seamless experience for end users.

Based on industry best practices, our accredited services have been designed to offer maximum flexibility to closely address your IT needs, allowing you to choose the services that can deliver the greatest value to your organisation.

Ricoh's service stands out because of our dedication to securing the best results for our customers and our ability to scale our service provision across Europe and internationally. As a result, you receive consistent, reliable and transparent support as you transform your infrastructure.

Key Benefits

- Lower the cost of IT delivery with targeted, efficient support services

- Increase infrastructure productivity with efficient, high-performance solutions

- Choose from a comprehensive catalogue of integrated delivery and support options

- Drive strategic enhancements by freeing internal IT resources from operational commitments

- Simplify IT management using Ricoh as a single provider for multiple services
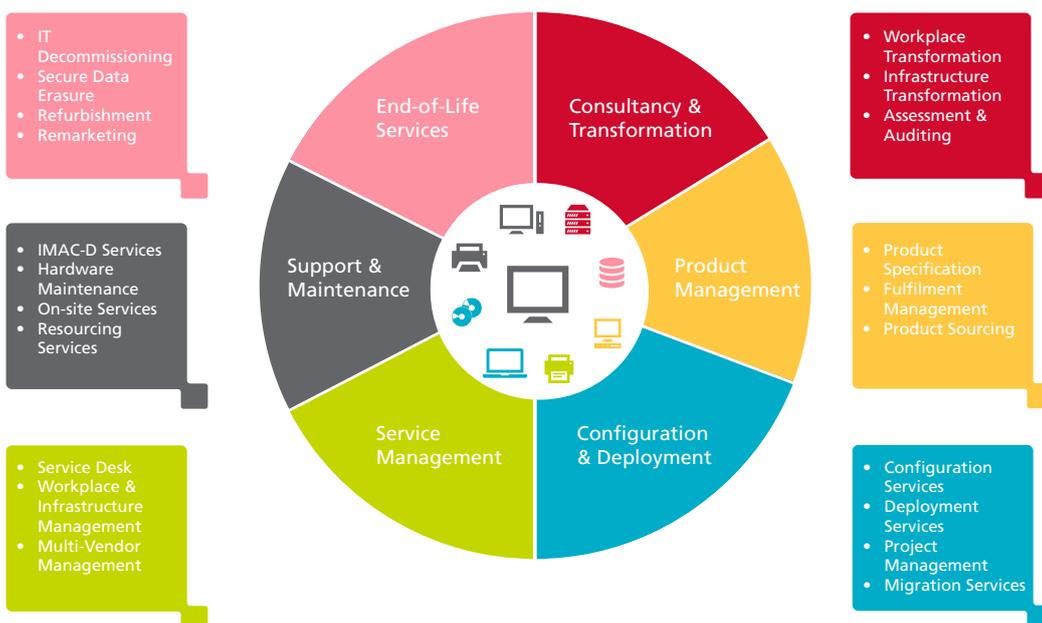
Figure 1: Integrated IT Lifecycle Services offer a complete range of infrastructure capabilities and support

About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems, network appliances and IT services, Ricoh offers true end-to-end information and communications solutions that deliver efficiency gains and cost efficiency.

Continuing Ricoh's strength and experience manufacturing, implementing and supporting networked devices, our IT services provide the comprehensive technical foundation to support business operations and deliver strategic advantage. Customers can rely on Ricoh to provide complete support for their networked device, imaging and communications infrastructure, enabling them to focus on their core business activities.

Ricoh helps delivery specialist establish head office IT infrastructure

This company is a leading consumer delivery provider in the UK, handling nearly 200 million collections and deliveries each year. Following a demerger from its parent group, the company needed to establish a new head office with support services and new IT infrastructure. To improve time-to-deployment and increase ongoing support efficiency, the company outsourced the management of its desktop IT infrastructure to Ricoh.

Supporting the office relocation, Ricoh worked with the company's IT team to design, manage and implement a new end user, workplace and server infrastructure. Building on the core infrastructure, Ricoh supported many change projects including email migration from IBM Lotus Notes to Microsoft Exchange. Ricoh monitors and maintains end user computers, data centre systems and software, maximising IT availability. It manages the company's IT Service Desk using both remote and on-site solutions for agile response options.

Ricoh provides a flexible catalogue of IT services to support rapid change and meet business demands. It also offers advice and guidance on the development of the company's IT strategy, providing access to information on future technology advances from key manufacturers, and advising how these can support its requirements as a business.

> *The operational support provided by Ricoh's IT services has enabled us to focus our attention on strategic improvements that make a real difference to our business."*
> Manager, consumer delivery company

Nationwide IT support

This organisation is one of the world's leading integrated financial services providers, operating across over 10,000 locations in its home market in central Europe. With a large employee base, it needed an IT provider that could deliver effective field and on-site support to users, wherever they are based, and manage the process of sourcing, deploying and supporting new IT infrastructure. The organisation chose Ricoh because of its well-established service network, enabling it to deliver fast and effective support across the organisation's operations.

For over 10 years, Ricoh has provided IT services to more than 30,000 employees, responding to 13,000 client incidents and 31,000 IMAC requests each year. Ricoh uses its supply chain expertise to manage the procurement and delivery of new hardware, and oversees the secure retirement of end-of-life equipment, including the erasure of sensitive data. In recent years, it has also managed the process of upgrading over 20,000 Microsoft Windows XP clients to Windows 7, and upgrading operations at 2,500 sites to Windows Server.

Since engaging with Ricoh, the organisation and its employees have benefitted from consistent, efficient nationwide IT support, and expert assistance for infrastructure delivery and management, freeing its internal IT resources to concentrate on delivering more strategically valuable projects.

> *The scale and complexity of our operations means that our IT provider needs to have the resources and capabilities to deliver consistent, effective support to users across the country. For the past ten years, Ricoh has managed this, and has provided expert assistance for the strategic enhancement of our IT systems."*
> Spokesperson, financial services provider

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