

## Managed Testing Services

Efficient managed testing services to increase productivity and mitigate your risk

Ricoh's Managed Testing Services provide cost and time-effective support to ensure your critical document processes continue to optimally perform throughout infrastructure deployments, upgrades and across their lifetime. Our efficient, proven and trusted test processes help reduce costs, increase productivity and minimise risk from change projects. As a result, you can have complete confidence in your document workflow.



## Enabling progress

In today's non-stop business environment, organisations can't afford to stand still. New technologies and working processes offer the prospect of enhanced operations and a lead over the competition. However, change can also present a risk: managed incorrectly, the benefits from planned improvements can be delayed or diminished.

Document workflows are often the focus for optimisation initiatives, or one of the components affected by changes to other parts of the IT environment. To ensure document infrastructure continues to perform highly, it is important that upgrade projects

are carefully planned and their wider impact evaluated before they commence.

Ricoh's Managed Testing Services offer a range of flexible outsourced testing and quality assurance services that help customers undertake change projects involving Ricoh technology successfully and efficiently. Based on our unrivalled expertise of successfully delivering and supporting advanced document infrastructure and our dedicated hardware and software testing capabilities<sup>1</sup>, our Managed Testing Services enable organisations to quickly identify and mitigate potential risks at an early stage.

### Reduce costs

**Ricoh's Managed Testing Services consultants utilise their years of expertise to provide a comprehensive insight into potential risks during a project. This helps you avoid unnecessary costs and delays and achieve optimal outcomes.**

**A flexible menu of testing services ensures testing resources can be focused on areas of greatest need, and that project planning and deployment can be undertaken promptly, within time and budget. By utilising Ricoh's consultants, you can access the latest expertise without having to support this as an internal resource, thus only paying for what you require.**

### Mitigate risk

**Our Managed Testing Services are based on proven, certified and clearly-defined evaluation methods that can address a range of scenarios and requirements. This ensures that potential issues and risks at every stage of transition can be identified and addressed well in advance, helping your projects run smoothly and deliver on original objectives.**

### Increase productivity

**Ricoh can advise on best practices for deployment and configuration and how you can maintain optimal, reliable performance from your document and IT infrastructure. End user productivity can be raised and time saved that would otherwise be lost due to technical and design issues.**

<sup>1</sup> Our testers are ISTQB (International Software Testing Qualifications Board) certified



## Focused on efficiency

Our Managed Testing Services have been designed to maximise efficiency, reliability and transparency during project planning and deployment. We have developed our testing solutions using industry best practices and insights gained from Ricoh's extensive experience of document infrastructure deployments. As a result, you can ensure that testing is completed within set timeframes and covers all required scenarios, allowing you to proceed with confidence and within budget.

## On-site or hosted testing

Depending on your requirements and preferences, testing can be conducted in-situ by Ricoh's experts or replicated within our dedicated testing laboratory to provide detailed, reliable insights into performance, compatibility and usability.

## Integrated support

Ricoh's Managed Testing Services can be seamlessly incorporated into the overall package of support we provide during the deployment and maintenance of document infrastructure solutions. We offer a fully-integrated, end-to-end approach, enabling you to benefit from Ricoh's experience, proven and certified processes and industry-leading customer service from start to finish.

## Key Benefits

- Eliminate risk when upgrading critical document processes
- Accelerate planning, testing and delivery with clearly-defined, efficient and certified testing methods
- Control costs by choosing from a flexible range of testing support that suits your business needs
- Increase productivity with higher-performing and more reliable document workflows



**Figure 1: Ricoh's Managed Testing Services provide efficient and effective support for a range of testing scenarios and requirements**



## About Ricoh

As a global company specialising in office imaging equipment, production printing solutions, document management systems, visual communication solutions, sustainability management, IT infrastructure and workplace services, Ricoh offers true end-to-end information and communications solutions that deliver efficiency gains and cost efficiency.

## Ricoh's Managed Testing Services can help you:

### Deliver higher quality infrastructure

With our testing support, you can gain a clear understanding of the performance of your existing document environment, and where enhancements can be made in order to improve the quality of your systems.

### Be more efficient

We enable testing to be conducted in a more efficient manner. We ensure that it is performed quickly, cost-effectively and without the need for additional resource from your IT team. As a result, they can focus on core activities that bring true added value to the organisation.

### Maintain tighter cost control

With our Managed Testing Services the amount of time and money required for test projects can be determined precisely in advance. Charges for our testing services are based strictly according to output. For each engagement, we commit to provide the results of testing – corresponding to pre-agreed quality standards – for the agreed price, by the agreed deadline.

### Mitigate your risk at every step

Our Managed Testing Services utilise our wealth of experience to help ensure that our solutions perform reliably and efficiently within the unique circumstances of your IT environment. Using our dedicated testing facilities, we provide resource-saving and timely quality assurance checks for your deployments. Our consultants can also help you define key performance indicators and configure your own test environments for ongoing quality assurance.

## Find out more

If you'd like to find out more about how our Managed Testing Services can support your deployments, please get in touch at [mts@ricoh-europe.com](mailto:mts@ricoh-europe.com).

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