



CASE STUDY:

Major trade organisation drives productivity with tailored solutions and flexible finance from Ricoh

With Ricoh's PC-as-a-Service solution, this organisation modernised its IT environment, helping users work more efficiently, with a financing model that releases capital for strategic projects.

COMPANY & CHALLENGE

This customer is a trade organisation that serves as a representative body for small businesses in a major European economy. The organisation supports the work of many regional and territorial associations, and maintains thousands of local offices.

More than one million small businesses look to this major trade organisation to represent their interests, and to provide support services that help them to innovate, growth, and flourish in the marketplace.

Within the organisation, daily activities cover the development of business support programmes, connecting with colleagues at regional offices, and communicating with members. To support this work, the organisation previously used an extensive legacy IT environment, consisting of PCs running the Windows 7 operating system and older business applications such as Lotus Notes for mail and collaboration.



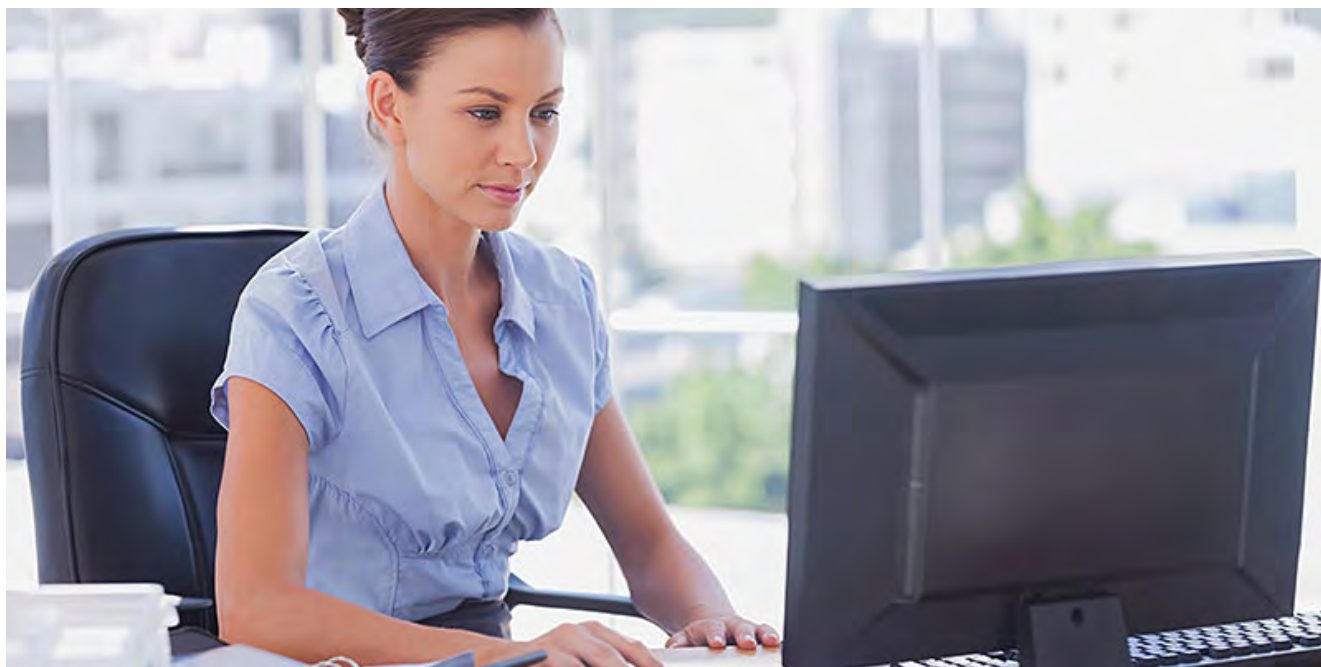
However, relying on this aging IT estate brought significant challenges. Business users often encountered performance issues that hampered productivity. Many PCs were out of warranty, and the organisation's IT team spent considerable time completing maintenance work, leading to higher costs. Crucially, the use of older technologies for processing and managing sensitive personal data meant that the organisation was also at risk of non-compliance with the General Data Protection Regulation (GDPR).

The organisation recognised that modernising the environment was essential. The key objectives were to place enhanced collaboration tools in the hands of users, meet regulatory requirements, and minimise support costs. Furthermore, the organisation aimed to seize this opportunity to simplify its strategy for acquiring technology, moving away from purchasing IT assets outright and instead consider flexible leasing and financing options.

The Ricoh PCaaS lease model provided the perfect solution, enabling the organisation to transform the end user IT environment and to stay within budget.

Fabrizio Zazzeri, Senior ITS Solution Architect at Ricoh Italy





SOLUTION

The trade organisation realised that the transformation would both require the delivery and installation of new hardware and software, and a complex data migration of its mail archives. Following a series of in-depth consultations, the organisation decided to partner with Ricoh to implement a flexible PC-as-a-Service (PCaaS) offering to enable a modern, optimised IT estate on a four-year subscription model.

The complete PCaaS solution includes 100 new PCs, with monitors and docking stations, plus the setup of Microsoft 365 as the new collaboration and productivity platform to replace Lotus Notes, supported by cloud-based backups. Ricoh managed the deployment of the PCaaS offering over six months, with 95 PCs installed in the organisation's headquarters and the remainder at remote offices.

Furthermore, Ricoh planned and executed the migration of all historic email from Lotus Notes to Microsoft Exchange Server, and created a dedicated application for secure, compliant document management. To facilitate the changeover to the new equipment and updated Windows environment, Ricoh provided comprehensive user training, and will deliver ongoing maintenance and end-user support services.

BENEFITS

Moving to the PCaaS from Ricoh has enabled the trade organisation to replace legacy IT systems with a state-of-the-art computing environment. Business users can now access a range of high-performance applications that empower them to work productively and efficiently—whether they are connecting with colleagues or planning new support programmes for businesses. In addition, the adoption of Microsoft 365 provides robust data governance tools to help ensure the organisation meets the requirements of GDPR.

The PCaaS solution also enables the organisation to move away from costly capital investments. Instead, the organisation benefits from manageable, predictable quarterly billing, allowing it to retain capital to invest in valuable strategic initiatives. In addition, the PCaaS model includes support costs and maintenance services, which removes administrative workload from the IT team, which can focus on value-added tasks.

"Modernising their legacy IT estate to reduce costs and develop new capabilities was a priority for the organisation. Today, users have access to innovative collaboration and productivity tools that will help them to deliver enhanced services to their millions of members". Fabrizio Zazzeri, Senior ITS Solution Architect at Ricoh Italy.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For further information, please visit www.ricoh-europe.com