



Keeping critical infrastructure secure and free from vulnerabilities



- Mitigates the risk of data leakage
- Maintains brand reputation
- Safeguards business operations

COMPANY & CHALLENGE

Established in 1987, Ramsdens has over 120 branches throughout northern England, Scotland, and Wales. Ramsdens operates across many different markets: beyond the traditional pawnbroking services they are known for, the successful introduction of buying gold, silver, mobile phones, tablets as well as the sale of foreign currency, jewellery and watches has seen Ramsdens develop into a recognised and trusted high-street retailer and leading travel money company.

Many of Ramsden's high-street products and services are now available online, so ensuring their infrastructure remains secure and free of vulnerabilities is essential to maintaining the high level of trust established between Ramsdens and customers. This is why the company has maintained a long-standing relationship for a number of years with MTI, a Ricoh company, whom Ramsdens have come to rely on for their penetration testing services.

Pen testing their infrastructure had always been a requirement for Ramsdens, however a large project with Tesco Bank PLC in the shape of Tesco Gold Exchange marked the company's first engagement with MTI back in 2010. This was a game changer



for Ramsdens: as the company grew in size, the project sparked relationships with major players in the marketplace, highlighting new areas for improvement and due diligence. Ramsdens specifically needed a CREST-approved provider for annual pen testing, a certification carried by MTI. Ramsdens needed a responsible and capable tester; with the company handling customer data, there is always the potential however small for data leakage. Such a breach could lead to fines for the company, various litigation, and legal actions, which would, in turn put the company's reputation at risk. A breach could also have a significant operational impact on the business, whose internal infrastructure delivers services to hundreds of live branches. Reputational, operational and customer impact were not risks Ramsdens could afford to take, and reliable pen testing gave the company peace of mind that all these risks were mitigated.

SOLUTION

Bespoke penetration testing

MTI was recruited to test Ramsden's internal infrastructure perimeter defences, including their data centre and websites, for any vulnerabilities. Key web elements to scan included the RamsdensForCash.co.uk and RamsdensJewellery.co.uk websites, along with the RamsdensPLC.com website. Ramsdens already knew what areas of their infrastructure they wanted to test; however, during the process MTI provided the company with

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MTI engage
to the level
where they
understand
exactly what
is required.

JASON CARR
IT DIRECTOR

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a scoping document, suggesting other areas that might benefit from the service, to ensure every possible area of risk was fully mitigated. Once all testing areas had been established, Ramsdens trusted MTI to work at the coal face and get the job done. After completing all necessary tasks, MTI provided the company with a clear, concise report.

BENEFITS

Protecting against cyber threats

Ramsdens required a capable, CREST-certified tester, and MTI fit this criteria, possessing the correct credentials and expertise.

Ramsdens found MTI gave them peace of mind, meeting the comfort levels required, and stated that a combination of competitive pricing, quality of service, and positive customer testimonials are all part of what helps to maintain this long-standing relationship. Ramsdens also highlight that account management is key, citing that they have never needed to chase up a project, as MTI understand what is required and maintain an appropriate level of communication throughout the service. Ramsdens also describe MTI staff as friendly, honest, and to the point. The outputs from MTI's pen testing service in the form of clear, concise reports, are also an element of the high-level service Ramsdens have come to expect.



A RICOH Company

For more than 35 years, MTI has been providing award-winning technology solutions and services that help clients to accelerate and de-risk their digital transformation. With multiple accreditations and certifications, MTI specialises in cybersecurity and data centre and cloud projects, and works with clients in the public sector, financial services, and legal, education, and healthcare sectors.

ABOUT RICOH

Ricoh is a global integrator in workplace transformation, operating in approximately 200 countries and regions and headquartered in Tokyo. Supporting customers' value creation, Ricoh offers workplace services and solutions that empower organizations to work smarter through advanced technologies—including AI—together with long-standing expertise rooted in printing. Ricoh also operates commercial and industrial printing businesses and delivers new solutions leveraging inkjet technology. In the financial year ended March 2026, Ricoh Group had worldwide sales of 2,608 billion yen (approx. 16.4 billion USD). For 90 years since our founding, Ricoh has upheld its mission and vision of empowering individuals to find Fulfillment through Work—and that commitment continues today. By understanding and transforming how people work, we unleash their potential and creativity to realize a sustainable future. For further information, please visit www.ricoh.com

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