



CASE STUDY:

Leading financial services provider engages expert services from Ricoh to support European expansion

Leading financial services provider partners with Ricoh to implement cloud services that deliver powerful local and enterprise analytics and support rapid growth.

COMPANY & CHALLENGE

This leading financial service provider operates globally, and offers lending, consumer finance, and asset management services.

This financial service provider has built its success on a blend of innovation and high-quality services. Buoyed by growth in its home market, the company cast its eyes overseas, launching operations in various countries to continue group expansion and drive innovation within the financial services market. For its latest goal, the company looked to develop a new office location in a European capital city. At this point, however, the pace of change prompted the company to reconsider its IT strategy.

As it grew, understanding local performance and creating meaningful group analysis of its lending operations was increasingly important. Deploying complex on-premises systems for end user compute, data security and analytics was not a feasible option, as it would take too much time and absorb valuable capital.

Expanding the business and responding to the evolving financial market would demand high levels of agility, combined with robust data governance and control. With multiple independent systems, how could the company deploy the right tools across its blossoming European operation easily and quickly? To accelerate growth, the company looked for a way to deliver business flexibility, and to keep capital expense as low as possible.



SOLUTIONS

Solution Phase 1

Moving services to the cloud was the logical move, but as a regulated business the financial services provider wanted to reduce corporate risk by selecting an experienced partner. In the UK, the company had developed a strong relationship with Ricoh as its service provider for client communications and outsourced business services. Keen to build on proven collaboration, it turned to Ricoh IT Services for assistance.

To drive the company's cloud transformation, Ricoh designed and managed a series of key projects:

- Development and provisioning of multiple Microsoft Azure tenancies for the company's core applications.
- Implementation of a Microsoft Azure instance to support financial applications, including for the new European operating company.
- Design and build of cloud-based analytics solutions, including a bespoke data warehouse, Microsoft Power BI system, and customised visualisation and dashboard tools.

So far, so good—but one challenge remained: how would the company keep the cloud environment running at peak performance? Expecting the small technical team at the new site to acquire the know-how to administer the Microsoft Azure instances was impractical, and risked overloading employees and diverting resources from key strategic tasks. If the company could hand over responsibility for solution management and optimisation, it could focus on financial innovation, and continue its growth journey.

Solution Phase 2

The company engaged Ricoh to identify key requirements and desired outcomes, with extensive assistance through consultation with business users and stakeholders. With a scope of work prepared, Ricoh designed an end-to-end 24/7 Remote Infrastructure Management (RIM) service for the company's local network infrastructure and Microsoft Azure environment to be delivered remotely from the Ricoh Service Operations Centre (SOC) in Warsaw, Poland.

The Ricoh RIM service is designed to ensure optimal performance, availability, and cost-efficiency of the company's line-of-business applications.



It supports Microsoft Azure Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) component monitoring and management, including day-to-day administration, proactive early issue resolution, capacity and availability management, vulnerability management, software patching, backups, reporting, management of the Azure subscriptions and licences, and regular updates. Additionally, the Ricoh RIM service includes recommendations to ensure the company harnesses the latest and most-effective services and features of Microsoft Azure.

During the engagement, the company also asked Ricoh to manage the on-premises network infrastructure at the new European location, to help cut the local team's IT workload. This was easily done: Ricoh added the service into the scope of work, and the Ricoh SOC added remote network monitoring to its responsibilities.

During every phase of the collaboration, Ricoh served as a trusted advisor to the company, providing expertise and support across multiple cloud platforms. When the company asked to increase the scale of the managed service project, Ricoh worked fast to accommodate the shift in requirements.

BENEFITS

With Ricoh managing its cloud infrastructure, the financial service provider now has the confidence that its core financial applications will run smoothly all day, every day. Ricoh SOC will safeguard business continuity and optimise application performance, helping business users to create more innovative products and deliver high-quality customer service.

Furthermore, the managed service model will minimise the administration workload of the technical team at the new location, leaving them more time to focus on value-add tasks that make a difference to the customer experience. Similarly, the customised analytics solutions will provide deep visibility into the performance of its loan portfolio, enabling the company to identify potential risk and track payments due and made.

To further assist the company in setting up their new location, Ricoh specified, procured, built and installed all end user IT, meeting room AV equipment and print devices in good time for the office opening.

Working with Ricoh has enabled the financial service provider to develop the agile, cost-efficient operating model that it needs to continue to grow and bring its services to more customers.



Embracing the cloud and managed service model will also help the company to continue its international growth. Whenever and wherever it establishes a new office, users gain quick and easy access to the cloud-based core applications and analytics tools. The Ricoh service managing Microsoft Azure removes the complexities, delays, and costs associated with implementing on-premises infrastructure.

The company now forecasts further operational growth within Europe, and the cloud and managed service model will significantly accelerate the process, helping it to implement best practices and achieve its governance goals. Working with Ricoh has enabled the financial service provider to develop the agile, cost-efficient operating model that it needs to continue to grow and bring its services to more customers.

ABOUT RICOH

Ricoh offers innovative services and solutions for the digital workplace, enabling people and companies to use smart working more widely. For 85 years, Ricoh has helped to transform workplaces with document management solutions, IT services, communication services, commercial and industrial printing, digital cameras and industrial products.

Headquartered in Tokyo, Ricoh operates in more than 200 countries. In the financial year ending March 2020, the company had global sales of \$19.06 billion.

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