

Ricoh Data Centre and Infrastructure



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Solutions

In today's fast-paced world, some of your most critical operations revolve around technology. And for those systems to work, you need a trusted infrastructure partner that's ready to support your changing workloads and business needs.

The technology that supports your organisation needs support of its own. And the more time your team spends keeping things running, the less time they have to move your organisation forward.

At Ricoh, we can help you manage your most complex infrastructure and applications with holistic, secure solutions. Whether it is compliance regulations, sprawling data or hosting and resilience; we know how critical your data and applications are to your business. Our consultancy and design service looks for optimal on-premises or cloud-based infrastructure solutions that best suit your business requirements whilst removing the costs and resource burdens incurred from managing your infrastructure services in-house.

We can tailor our services to your goals and identify the service level that meets your needs and budget. And with our experts focused on orchestration, your IT staff will have time to pursue initiatives that can give your organisation an edge.



Managed Services



Ricoh Service Operations Centre

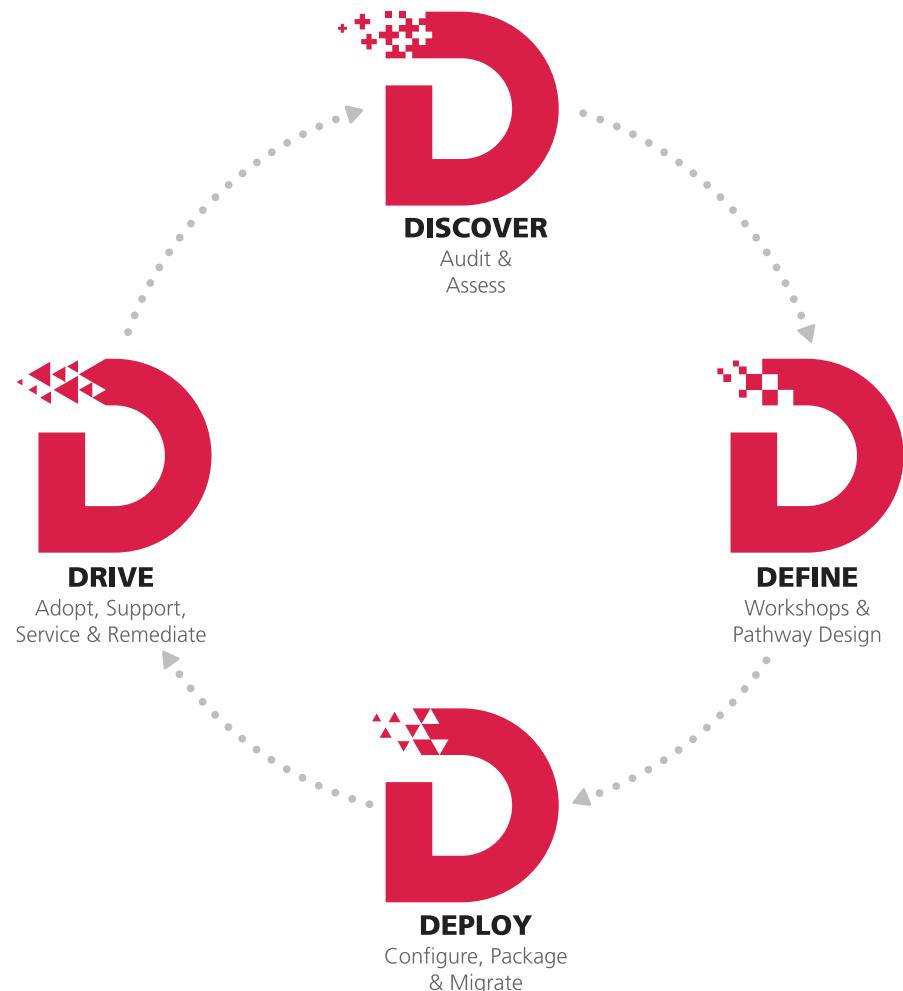


Consultancy

An end to end approach to consultancy

To help you optimise and maximum performance from your IT infrastructure, our end-to-end Data Centre and Infrastructure capability extends from business advisory and IT consulting services, deployment and installation, remote monitoring, and more.

It continues through to the deployment, optimisation, management and continuous improvement of different platforms through our comprehensive Remote support and proactive services. Leveraging in house expertise and best of breed partnerships a comprehensive blend of technologies across Server, Storage, Application, Network Database requirements.



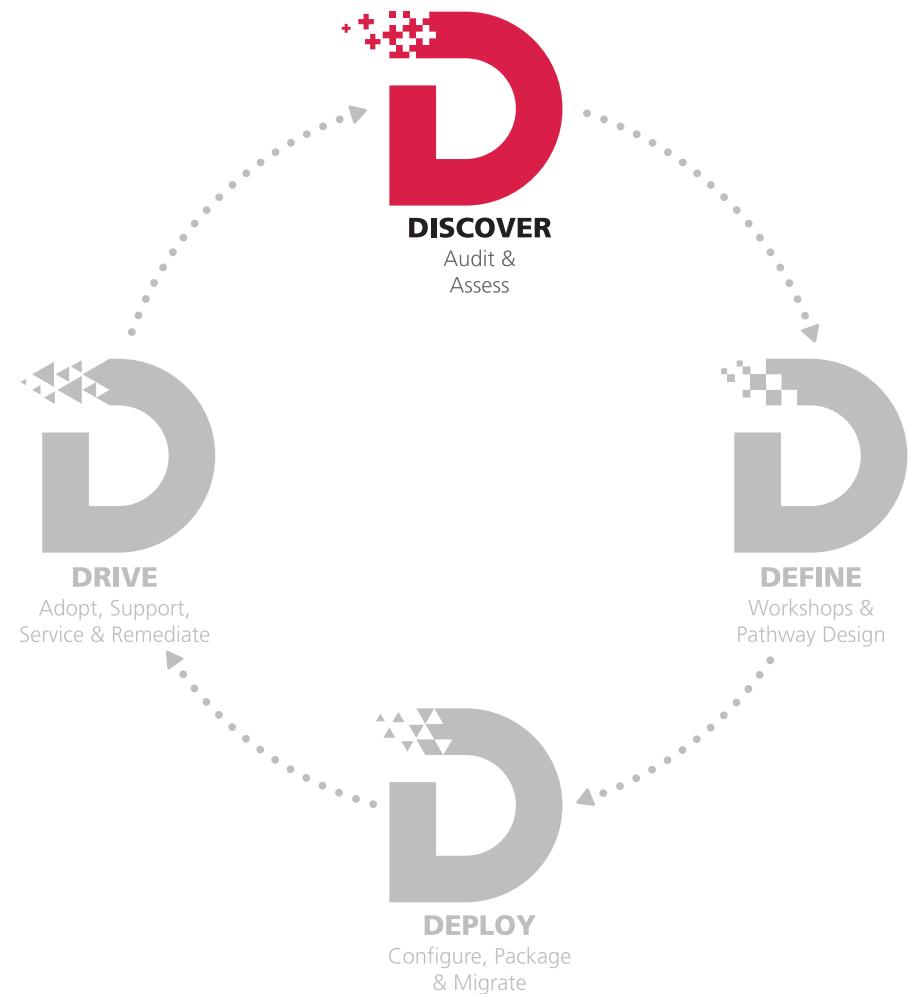
Discover

Helping your business understand its current technology landscape, it's people and processes, developing an infrastructure platform for your unique transformation and optimisation roadmap.

As demands on IT infrastructure continue to evolve, keeping up can be a challenge. And while meeting your current needs is a good start, the best technology solutions consider future needs as well.

Our Discovery consultancy processes can help you build and orchestrate an infrastructure strategy that supports your organisation, both today and tomorrow. Our experts will assess your objectives and identify areas of opportunity. Then, with your unique needs in mind, we'll recommend technologies and services that will give your organisation a competitive advantage.

- Business discovery and strategy workshops
- Health-check
- Cloud readiness workshops
- Future readiness workshops
- Vendor and technology roadmap



Define

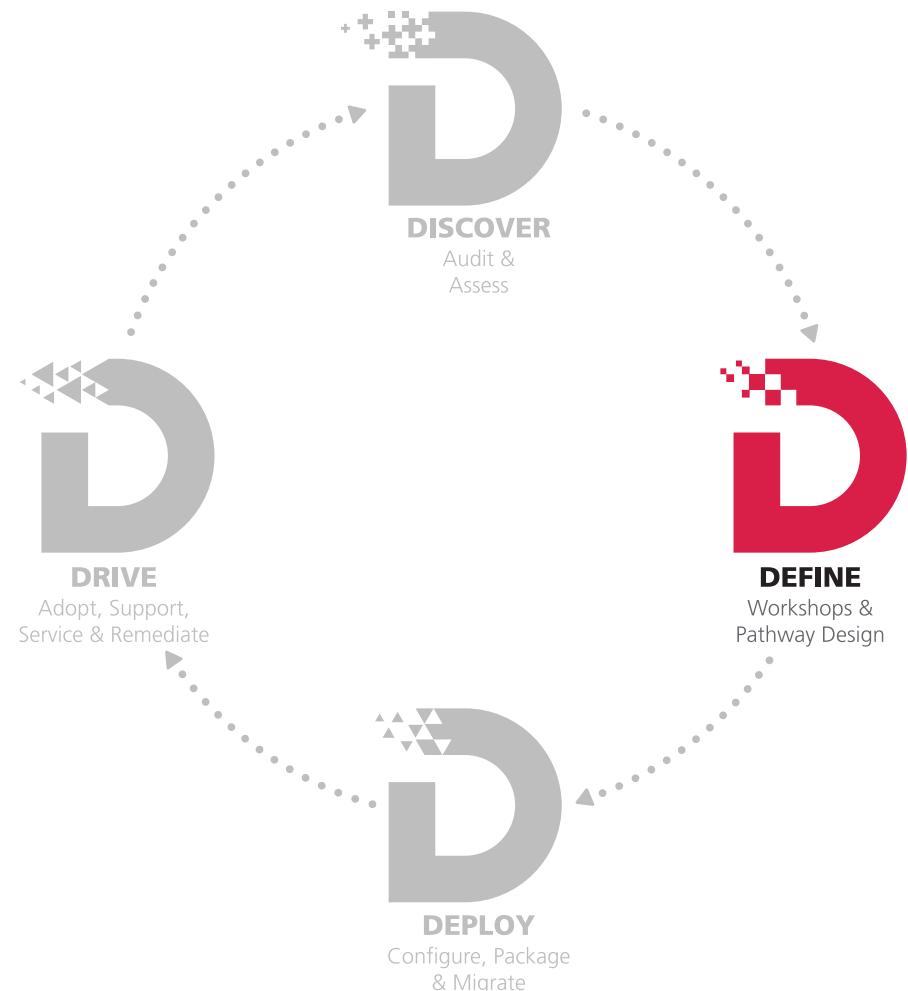
Ricoh Infrastructure consultants work closely with business stakeholders, harnessing the insights we gained from the discovery phase, to help enhance existing IT investments and exploit new technologies.

We establish a scalable and reliable backbone that will ensure your infrastructure delivers the right levels of security, availability and functionality.

Project definition is the key to success which is why Ricoh provide an in house project management office. A controlled start, middle and end to your transformation is paramount to achieving all desired deliverables.

The most important stage of any project is defining the requirement; collating critical information and understanding the impact on your business landscape. Ricoh undertake a full definition workshop on every project as a means of rationalising captured information, before sharing outcomes with key stakeholders.

Fully defining all project characteristics eliminates the risk of costs spiralling and projects losing operational control. Formal recognition of responsibilities and roles at the defining stage ensure success during deployment.



Deploy

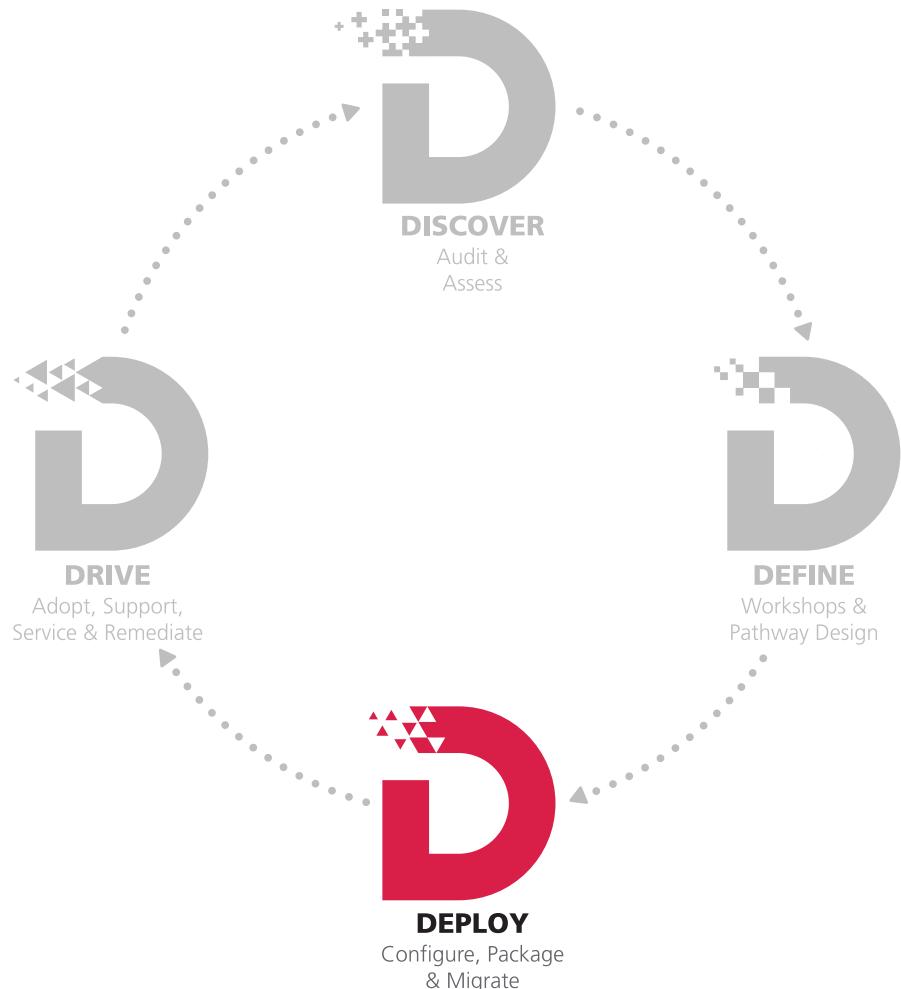
Blending our expert development and project management skills, you can be sure the implementation of your solution provides maximum impact with minimal disruption to your business.

With many years in the industry and a wide variety of clients across many industries, Ricoh adopts world class methodology to project deployment and management.

Utilising industry recognised frameworks, we provide a flexible, best practice approach covering a wide variety of disciplines when deploying a project.

Ricoh deliver a consistent and common approach to every project, reducing risk and enabling project relevance and business justification. Full involvement of management and project stakeholders during every stage ensures projects are delivered on time and on-budget.

Flexibility, improved communication, agility, best practice are fundamental to our approach.

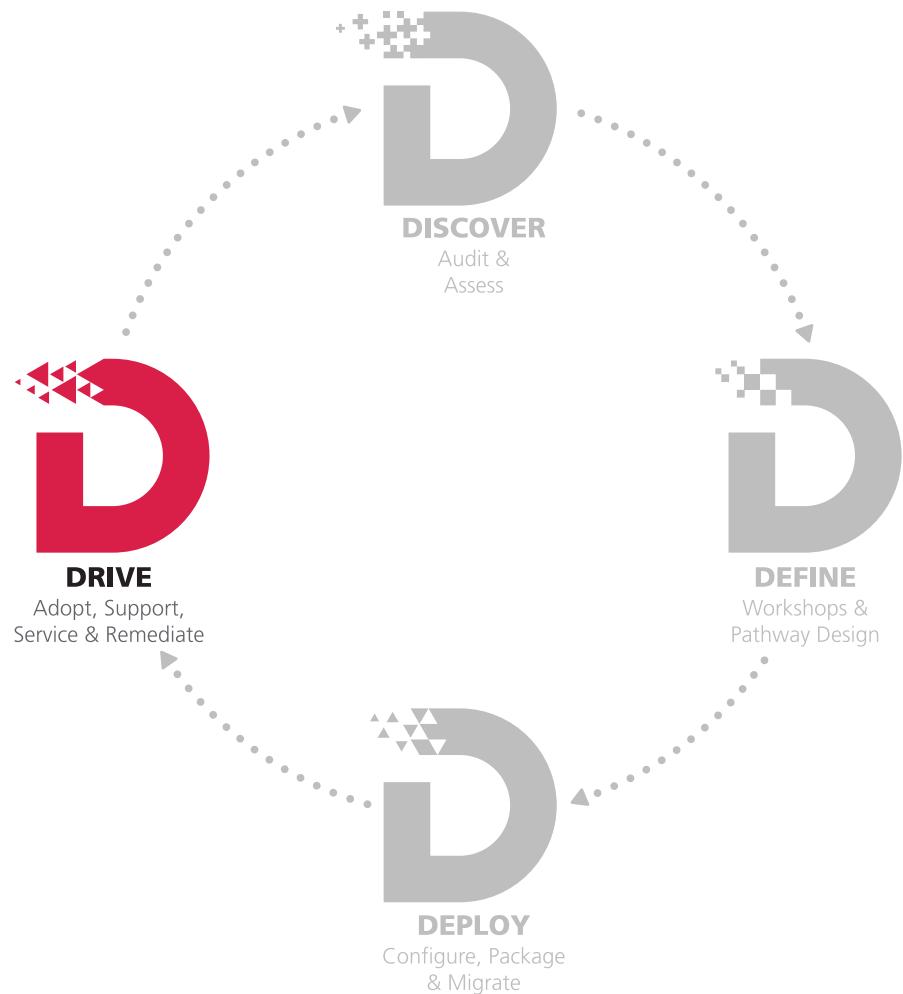


Drive

Ricoh's skilled service operations team ensure your infrastructure is available, accessible and running optimally, giving you the confidence to drive your business forwards.

Ricoh's proactive and agile services are delivered from our state of the art international Service Operations Centre, providing best of breed toolsets combined with skilled service and technical support, ensuring that your infrastructure maintains high levels of availability to keep your workforce productive.

- High service levels guarantee availability
- Proactive remote monitoring identifies issues and threats before they impact your business
- Vendor agnostic approach supports multiple requirements
- Security 'built in' to each service
- Flexible approach supports, traditional, cloud or hybrid infrastructures
- Bespoke toolsets can be tailored to your specific requirements
- Business continuity ensures constant availability



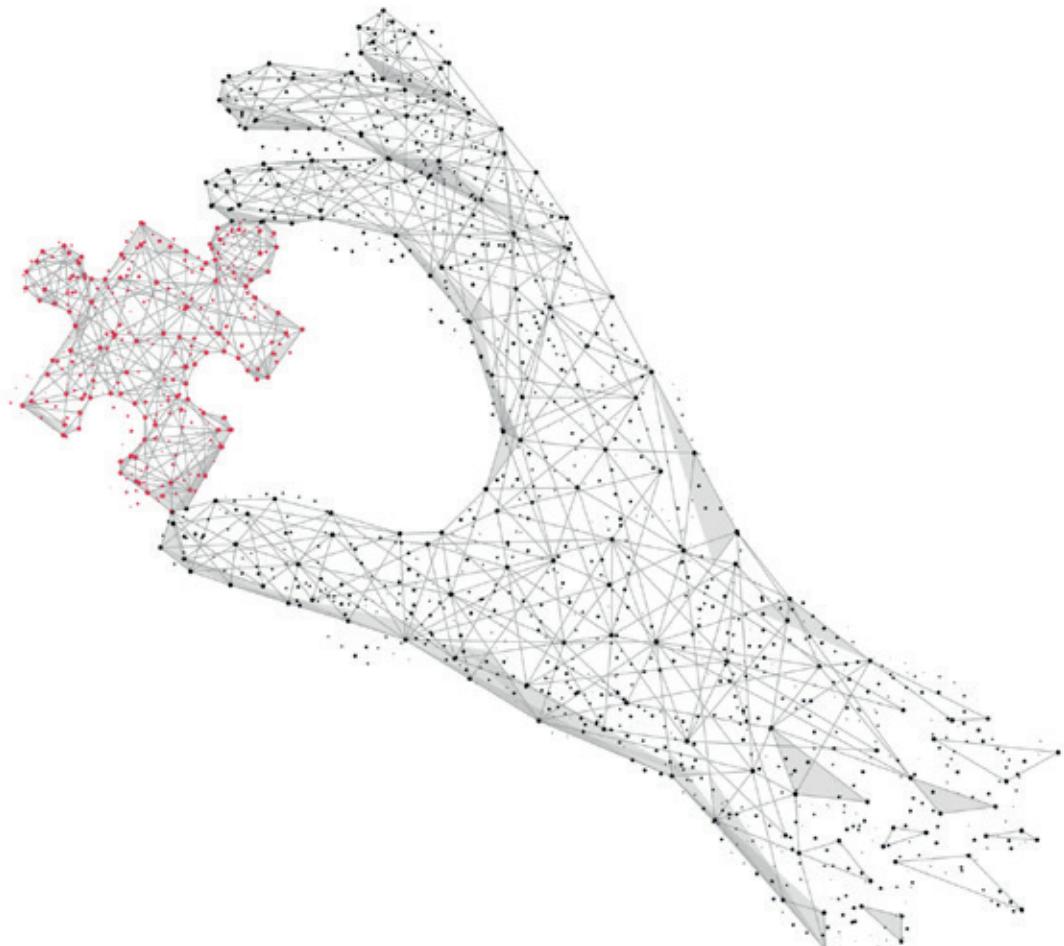
Service Management

Organisations utilise our Global resources, technical expertise, tried-and-tested infrastructure and expert personnel to fill gaps in their own service provision, reduce costs, harness innovation and actively improve IT services.

Our skills, experience and can-do attitude cover all planning, infrastructure and managed IT requirements: from outsourcing feasibility through hosting and cloud to break/fix, managed desktop, remote monitoring and more.

Ricoh's Service Management solutions are aligned with industry best practice methodologies, to ensure a focus on service delivery excellence. Where Ricoh differentiate ourselves is our partnership-led approach to Managed Services.

Our Services are managed by Service Delivery Managers who will work with you to find a solution that helps you meet your goals, either in response to an event, or in planning for the future. We'll keep you up to date with the performance of your service and proactively show you where improvements can be made, whether driven by industry innovation or process improvement. And should you want to look outside of your current service provision, we'll provide the expertise and knowledge to help support and guide you to the right solution.



Remote Infrastructure Monitoring

Ricoh Remote Infrastructure Monitoring Services provide a proactive service that gives full visibility for organisations of any size, whatever your requirements.

Combining industry-leading toolsets, processes and skilled analysts to ensure system availability, security and integrity, Ricoh monitoring can provide you with deep insight into the health of your infrastructure. This essential information will allow you to identify and mitigate potentially service impacting events before they affect your business.

Our Infrastructure Management Service ensures your servers, network, applications and storage devices run optimally, keeping your business moving at full speed, mitigating impact of downtime or loss of functionality on your business productivity.

We'll ensure your systems remain up to date and provide the resources you need to handle changes, deploy applications, provision resources and provide proactive remote support, whenever it's needed.

The Ricoh support team operates 24 hours a day, 365 days a year covering all major vendors of server, storage, network and cloud-based infrastructure. We work quickly and efficiently to provide you with total coverage, at all times

Ricoh support the following technologies from all major vendors:

- Server: On premise or cloud based
- Server Virtualisation
- Firewall and Perimeter security device
- VPN and secure WAN connections
- Network switch, wireless access points and routers
- Storage devices
- Security services
- Applications

Our Services include the following components:

- Device health
- System status and configuration
- System availability
- System utilisation
- SW status and version
- Certification
- Reporting
- Alerting

Security

Security in the digital age is at the forefront of any IT Directors' agenda. The explosion of cyber threats, trends such as Big Data, mobility and the compliance regulations that have emerged in their wake, means the impact of doing nothing is huge.

With financial risk comes reputational risk from data loss and theft. As threats increase from hacking to direct theft to malware - how can you ensure your organisation is protected and stays ahead of increasingly sophisticated attacks?

Ricoh blend expert professional and delivery services, partnering with industry leading security solution providers to build best in class security solutions - offered as a point solution or as a fully managed service. We assess and review current measures and policies and then develop a solution that protects your business, providing a secure managed infrastructure from which to confidently manage your workplace productivity solutions.

Ricoh's Security Services include:

- Discovery and assessments
- Business continuity
- Perimeter protection
- Cyber security
- Cryptography
- Operational controls
- Device management
- Collaboration/Productivity security
- Vulnerability and patch Management
- Security awareness, training and reporting
- External intelligence
- Assessment and review

Security 360



Back-up & Disaster Recovery

Protecting critical server workloads is now an essential part of business Management. Ricoh go beyond traditional Disaster Recovery (DR) and Back-up solutions, we underpin the requirement for an 'always on infrastructure', essential in the digital age.

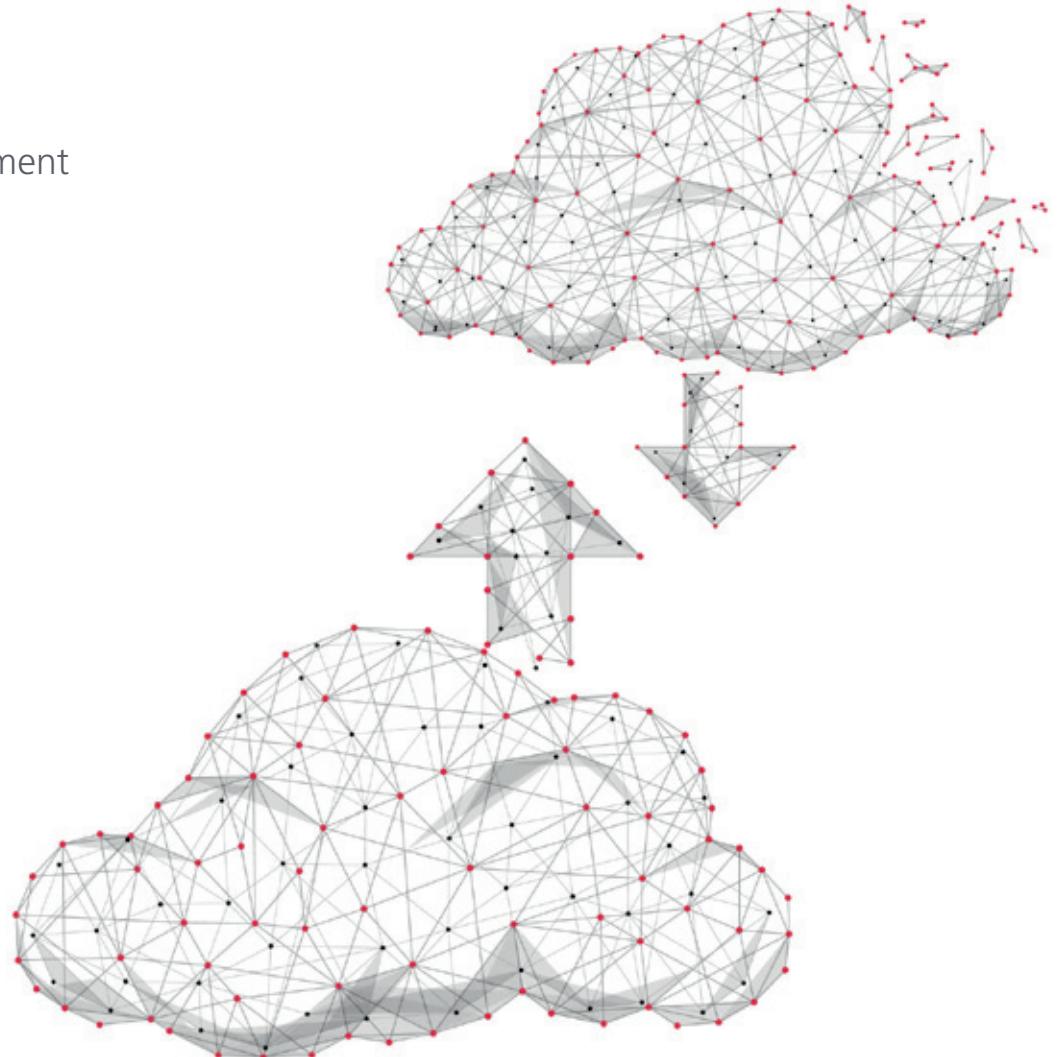
For many organisations, DR is typically an unused insurance policy in the form of procedure documentation and a dormant infrastructure at a secondary site. Yet its failure can lead to lost revenue and reduced credibility.

Ricoh have global DR capabilities, spanning on-premise and cloud solutions that protect your business whilst removing the cost and effort associated with both loss of information and systems and the running of highly-available compute and disaster recovery replication.

Ricoh's Backup as a Service (BaaS) is a Managed Service that provides a reliable, scalable backup solution with no capital investment and minimal operational expense.

The service allows you to focus on your day-to-day business activities whilst Ricoh technical support teams provide management, maintenance and proactive monitoring of local and remotely backed up data to ensure it is kept safe, secure and available at all times.

BaaS ensures the protection of critical assets wherever they are located, both on-premises and in the Cloud. BaaS caters for both physical and virtual servers and mission-critical applications including SharePoint, Exchange, SQL, files and folders, Windows Servers, Windows Clients and Cloud-based virtual machines (IaaS).

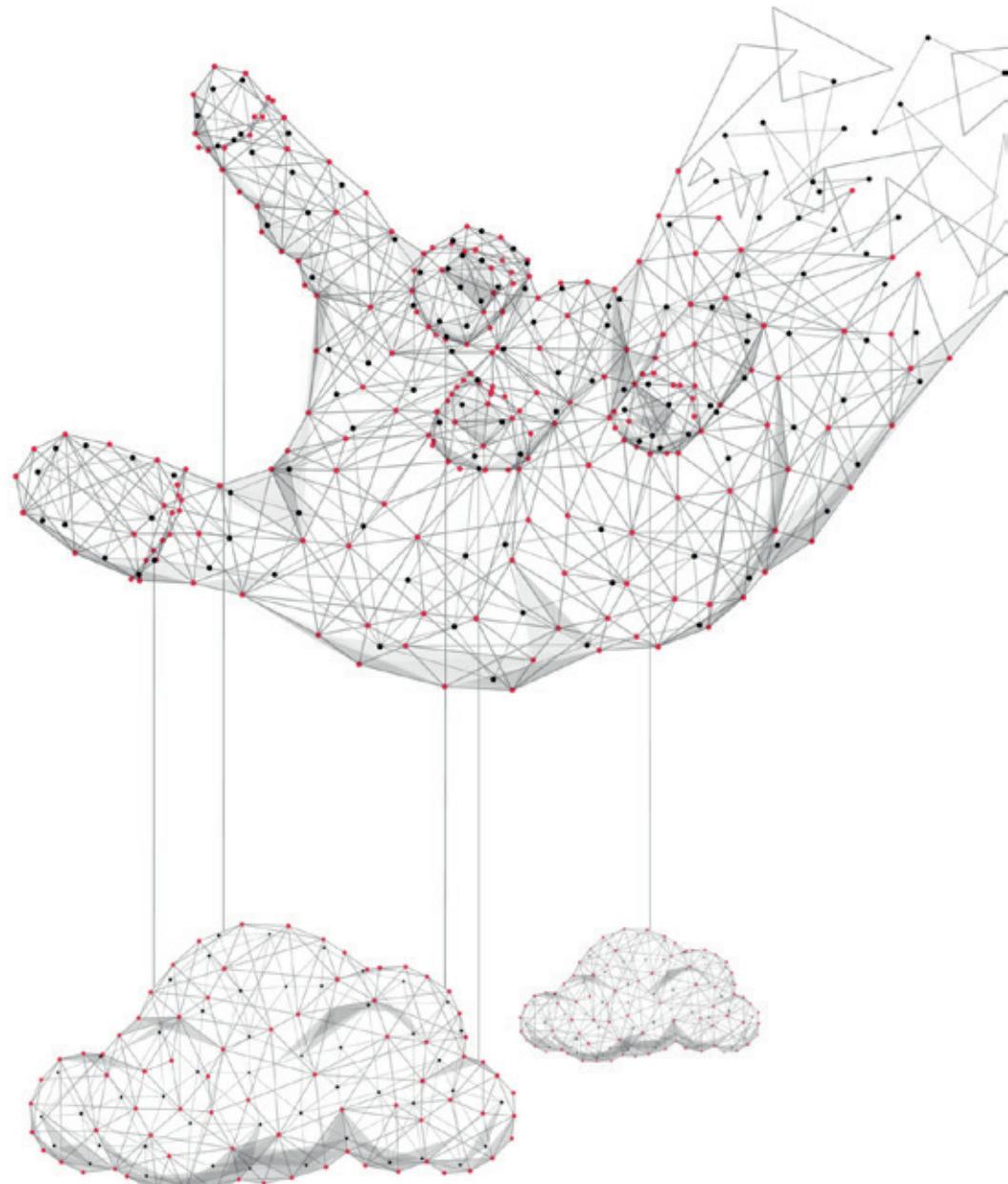


Hosting & Virtualisation

For businesses looking to remove the burden of managing onsite IT infrastructure, release themselves from the standard 3-5 year refresh cycle or simply save costs on expensive real estate, Ricoh provide Hosting and Virtualisation solutions that make the best use of your assets.

Ricoh utilise virtualisation products from leading partners including Microsoft, VMware and Citrix to make the most of your compute and storage assets, whether they are onsite, in the Cloud, in a Data Centre or if you operate a hybrid model.

Ricoh can specify, design, build and manage a solution that fits your needs today, but will scale with your needs for tomorrow. We'll also take care of the connectivity too, ensuring you have right balance of speed, security, latency and resilience.



Support & Maintenance

From a fully-managed desktop environment, through to service desk, hardware break/fix and IT clinics, our best of breed tools, methodologies, ITIL-aligned processes and global engineering scale give us the capability to service your every need.

On-site support

Ricoh on-site support services optimise the availability of your IT services, complementing remote diagnostics and hardware maintenance through either dedicated onsite resources or fast access to nationwide despatch technicians, providing higher levels of first-touch fault resolution and system recovery.

These value added services, which enhance the availability and performance of IT through a physical presence, provide the optimum mix of skills sets and hours of cover to match any operational, technical or business requirement.



Support & Maintenance

Service desk

Ricoh Service Desk provides a single point of contact for access to expert technical resources and IT specialists working around the clock, reducing pressure on in-house resources and enabling you to improve IT services. This comprehensive support service enables the professional assessment and faster resolution of all IT incidents and service requests.

Options can be fully tailored to match your operational, technical and business requirements, providing whatever you need in terms of skills, service levels and hours of coverage.

What's covered?

- Incident management
- Remote assistance
- Request management
- End-user support
- Third-party support management
- 24/7 Support

Maintenance

Ricoh's maintenance services ensure cost-effective coverage and effective fault resolution, wherever your location, infrastructure or business requirements. Our Global, mobile and on-site teams, complemented by the latest diagnostic facilities and engineering accreditations, deliver high levels of first touch resolution and system recovery.

Options can be tailored to match your operational, technical and business requirements, providing the precise service levels and hours of coverage required. These include:

- Dedicated onsite service model
- Dispatch technicians
- Warranty management (suitable for underpinning or increasing SLA's for OEM support products)
- Technical courier service
- Workshop build and configuration lifecycle services
- Flexible support vouchers

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For more information on Ricoh IT Services please visit:



www.ricoh-europe.com/its

