



CASE STUDY:

Managing billions of pounds in client assets with infrastructure support from Ricoh

With the Ricoh Service Operations Centre monitoring its IT estate, this capital management company strengthens disaster recovery planning, reduces risk, and improves cost-efficiency.

COMPANY & CHALLENGE

Headquartered in London, this customer is a prestigious capital management company operating across multiple countries. Investment managers strive to create funds that offer market-leading performance to current and prospective clients. To maintain the highest standards of service, the company pursues a nimble operating model that avoids the complexity and bureaucracy associated with larger investment providers.

Across the company, fund managers, traders, analysts, and sales teams all rely on the central IT infrastructure to perform everyday work and to deliver for clients.

Put simply, prolonged downtime could lead to loss of trades worth millions of pounds. As a result, the company has exceptionally stringent requirements for high availability, security and risk management, data protection, and disaster recovery.

For more than ten years, the company worked with an IT service provider to manage the infrastructure. However, declining quality of service, plus rising costs, prompted a rethink. A new partner was needed, with the expertise and capabilities to safeguard business continuity and minimise risk. This time, the company also wanted a provider that would help to modernise the IT estate and drive innovation, while optimising cost-efficiency.



SOLUTION

Given the importance of the project, the company rigorously assessed potential vendors. Ricoh soon emerged as a standout candidate, who took time to understand both the technical requirements and the unique nature of the company as a business. Impressed by a strong response to the request for proposals (RFP), the company selected Ricoh to deliver a Remote Infrastructure Monitoring and Management service, along with ongoing guidance on achieving its long-term strategic IT objectives.

Initially, the Ricoh Service Operations Centre worked with the company to ensure seamless onboarding and to take ownership of infrastructure management workflows. Ricoh identified and categorised Configuration Items across the IT estate, then defined appropriate responses to tackle every potential alert. This in-depth process ensures robust event management and detailed reporting, covering incident locations and their potential impact on the company's business operations—and enables Ricoh to take ongoing steps to maintain service availability.

Working with Ricoh also enabled the company to implement a series of new IT platforms. For example, Ricoh built a Citrix

environment that business users can access remotely or from any global office location. With the Citrix servers positioned across two data centres, the environment delivers high levels of availability.

Similarly, when the finance company aimed to change its disaster recovery strategy, Ricoh decommissioned the previous private cloud setup and installed a streamlined Zerto cloud data management and protection solution. The Ricoh Service Operations Centre also worked with the company to complete a series of assessments of its disaster recovery plans. This effort culminated in a full-scale test of the company's backup and restore processes, which will be repeated going forward on a twice-yearly basis.

To ensure effective ongoing monitoring of the infrastructure, the Ricoh team also replaced the company's older systems with the more-sophisticated Zabbix IT service monitoring platform, which provides full integration with ServiceNow ITSM tools. Although this was a potentially tricky implementation, Ricoh completed the transition to Zabbix without incident.



BENEFITS

For the customer, the switch to Ricoh has been a major success. Proactive infrastructure management from the Ricoh Service Operations Centre ensures business users enjoy reliable access to critical data and applications, keeping trading, analysis, and fund management activities running smoothly all day, every day.

The steps introduced by Ricoh to modernise the IT estate have helped to reduce risk, strengthen disaster recovery planning, and satisfy the company's need for high availability. For example, the Zerto platform has added extra layers of resilience to the IT environment, helping the company to meet its demanding recovery time objectives and recovery point objectives—which is especially important for a regulated finance company.

From a financial perspective, too, the work with Ricoh has yielded significant benefits. For example, the company engaged Ricoh to monitor and assess potential cloud performance and costs for current virtual machine workloads as a part of a cost optimisation initiative. Furthermore, the switch to Zerto and other state-of-the-art IT management and monitoring tools has unlocked cost savings.

The partnership with Ricoh has also led to a greater emphasis on innovation. Ricoh management teams hold regular 'Innovation Days' with the customer to assess the performance of the service, identify areas for improvement, and discuss the potential value of new technologies to increase operational efficiency.

With the Ricoh managed service established as a trusted delivery vehicle, the company has embarked on a series of further projects with Ricoh Professional Services teams. As well as installing new backup and storage solutions, the company engaged Ricoh to help plan and manage its moves to prestigious new global office locations. The customer's parent company also turned to Ricoh to implement a single-tenancy Microsoft Office environment—helping to simplify IT administration workloads.

Finally, the company has also expanded the original scope of work for the Ricoh Service Operations Centre, adding first-line support for its users across all global locations. As the company looks to strengthen its status as a financial services leader in the years ahead, Ricoh will continue to manage and maintain its critical IT landscape to ensure fund managers, traders, and analysts alike can deliver first-class client services.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

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 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).