IT
Services.

We're the IT
in OrganIsaTion

IT for Large Organisations.

As the world of business technology has changed, so have we.

From designing, building and optimising tailored IT infrastructures, to procuring PCs, servers, network devices and operating systems on behalf of our clients, Ricoh is now the IT partner of many of Australia's top-tier organisations.

Part of a $22 billion company, we provide solution-driven services to businesses and organisations of all sizes, via 100,000+ employees working in almost 200 countries and every region around the world. More importantly, by freeing people to think creatively, Ricoh helps organisations harness the power of their collective imagination to enable business transformation that is both profound and lasting.

Here in Australia, that same kind of thinking has seen Ricoh help customers reduce costs, eliminate waste and streamline their processes – allowing them to pass on these tangible benefits to their own customers – by making information more mobile, more personal and more profitable.

Because we're the IT in everything.
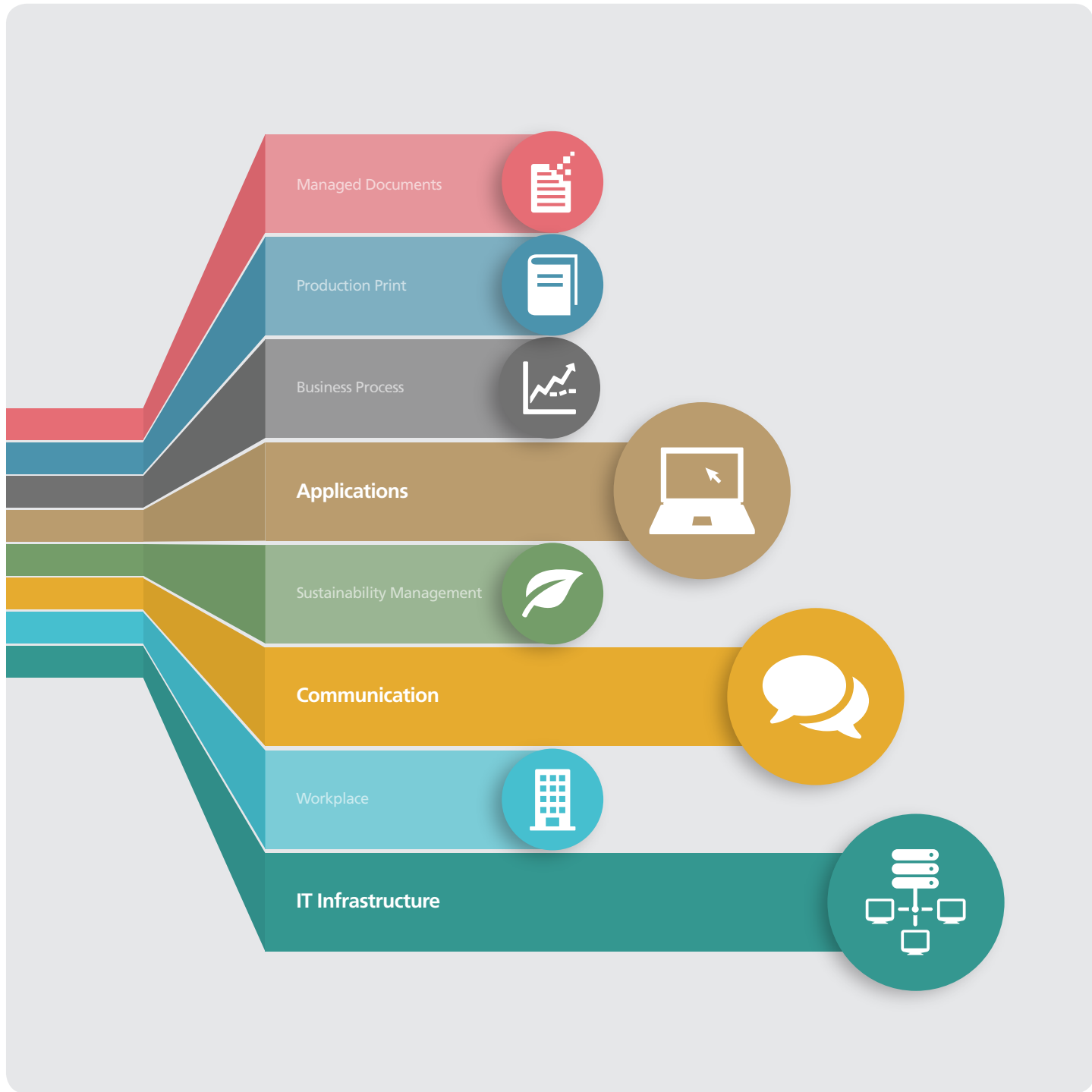
We're the IT in everything.

We're large, too

With over 20 years' experience delivering successful solutions to an impressive list of large Australian organisations, few companies understand the challenges they face today, like Ricoh IT Services.

Against the backdrop of today's highly competitive environment, we have the expertise to understand how to deliver the services and solutions that will help you realise your organisation's long-term strategy and growth objectives.

By helping you design, deploy and manage new technologies across your organisation, Ricoh ensures you get the most impact from your IT investment.

Global Services.

We're connected

As well as our expertise and range of technology services to draw upon – especially in IT Infrastructure, Communications and Application Services – Ricoh Australia has the ability to connect to a world-leading suite of services designed to improve the way your entire organisation works, collaborates and shares information.

From your core IT infrastructure, to the tools your people use day-to-day, to the way your business communicates, captures, transforms and manages information, we can provide today's changing workforce with the right information, at the right time, in the right form, no matter where they are.

Managed Documents

Production Print

Business Process

Applications

Sustainability Management

Communication

Workplace

IT Infrastructure

Application Services

Ricoh Application Services help enhance business performance through a best fit solution that integrates within existing systems.

Communication Services

Ricoh Communication Services help you enhance the value of customer communications, reduce the cost of collaboration and help employees communicate and collaborate more effectively.

IT Infrastructure Services

Ricoh IT Infrastructure Services are designed to keep your business operations online, running and always available for your customers – as well as maximising the productivity of your employees, partners and suppliers.

We're Solution Centric.

Whatever the challenge or task your organisation faces or would like resolved, Ricoh has a solution or service that can be tailored to match it.

Whether it's cloud, network, collaboration, professional, managed or hardware/software services you require, Ricoh can solve, support, procure and optimise every facet of your IT infrastructure, so you never have to worry about it.

Any of our IT Service Specialists, will be only too happy to put you at the centre of our customer-centric planning process and find the tailored solution that's absolutely built for you and your organisation.

Our Services

Cloud	Network	Professional	Managed IT	Collaboration	Hardware & Software
Infrastructure as-a-Service	Network management	Engineering solutions & consulting	End-user support	IP telephony	Technology procurement & advice
Hosted Exchange	NetSupport	IT strategy consulting	IT infrastructure management	Messaging	
Office 365	Network and wireless consulting			Video conferencing	
Colocation		Project management		Contact centre solutions	
		IT resource backfill			

We can see through the cloud.

Infrastructure-as-a-Service

Because we're one of the world's largest organisations, we prefer not to take a 'one-size-fits-all' approach to Cloud Services and have structured our solutions so that they suit every kind of large organisation, now and in the future.

That's also why we prefer to partner closely with you – so that together we can more easily integrate our Cloud Services with your existing infrastructure – keeping your IT secure and reliable, while providing you with additional capacity whenever it's needed.

Built with Tier 1 technologies, our multi-tenanted Cloud solution gives you the same power and security you have come to expect from your on-site equipment, but without any of the stress.

Hosted Exchange

Ricoh Hosted Exchange is a best-of-breed messaging platform that eliminates the pain and expense of managing an Exchange solution in-house. Hosted in our Cloud in Australia, you get access to our integrated menu of services including Servers, Desktop, VoIP, and Video.

Your mailbox is also protected from spam, viruses and other unwanted email, with quick mail restoration for accidental deletions and the retention of mailbox backups for up to 12-months. As you would expect, Exchange is accessible from a variety of devices including desktop, web and mobile – thereby increasing your organisation's productivity and keeping business costs down.

Office 365

To support your journey to the Cloud, Ricoh provides Office 365 migration solutions – providing a seamless transition to Office 365 and allowing access to your productivity applications and email from anywhere you go.

Co-location

If you're running out of space, why not let Ricoh house your equipment at world-class Data Centres in Australia? Ensuring access to a large eco-system of partners, carriers, and service providers, all Data Centres are operated to Tier 3 and come equipped with n+1 redundancy, full UPS backup, ISO 27001 certification and a suite of systems, procedures and processes that exceed industry standards in environmental controls.

We keep your network working.

Network Management

Networks are a critical component of a large organisation's day-to-day activities. However, with IT teams managing multiple immediate priorities, day-to-day network management can often be overlooked or neglected, as in-house solutions like these are often reliant on a few key people.

Ricoh's Network Management Service is manned 24/7 by experts who constantly monitor and manage complex networks and devices – for complete visibility and optimised network uptime.

Using industry leading monitoring tools, Ricoh's Senior Engineers monitor your network performance indicators to ensure faults are always proactively managed, avoiding any disruption to your organisation or day-to-day dealings.

By utilising mature systems and processes, Ricoh provides configuration management, change and release management, an information repository and the detailed reporting you need to keep your network agile and reliable.

NetSupport

NetSupport is a premium, cost-effective maintenance service that provides engineering support, hardware fix and replacement services and software upgrades for Cisco technologies. Delivered exclusively by Ricoh – and fully endorsed and backed by Cisco – NetSupport enables Ricoh to manage all your maintenance and support issues, with access to the Cisco Technical Assistance Centre for L3 support escalation.

Consulting

With years of experience keeping Australian organisations connected through bespoke WAN, LAN and wireless technologies, Ricoh has the skills and expertise to design and build tailored network and wireless solutions to match your growth and budget objectives.

We predict and prepare.

IT Strategy Consulting

Creating any effective IT solution is all in the planning. Which is why Ricoh commences any project with a comprehensive evaluation of your current IT structure, systems, strategies and organisational objectives, to help you understand where you should best invest to get the most ROI from your IT investment.

That's how we help your organisation stay ahead of the curve – by creating a bespoke IT strategy for your organisation for today and tomorrow that allows you to:

- Identify critical IT areas in need of immediate upgrades;

- Create an IT plan that supports business growth and objectives;

- Rationalise IT spending and budget for future investment;

- Make better technology decisions through a planned, strategic approach;

- Reduce downtime and improve staff productivity with an IT solution that works.

Engineering Solutions & Consulting

Ricoh provides bespoke IT solutions built around an organisation's specific requirements. Our expertise and experience includes the following areas:

Networking & Wireless

Experts in designing, implementing and managing secure, reliable and resilient WAN and LAN solutions for many large Australian organisations, Ricoh ensure the continuous availability of information and connectivity between employees, suppliers and customers.

Our experience in wireless connectivity includes large-scale design and implementation of complicated wireless environments across large organisations such as schools, hotel chains and major corporate entities.

Unified Communications

Ricoh can design a tailored solution to unite voice, video, email and web to give you a competitive advantage and enable collaboration anytime, anywhere, on any device.

Preparing for the unexpected.

Security

To help you combat the internal and external threats from viruses, malware, hackers, unauthorised users and data thieves, Ricoh partners with a range of leading security vendors to ensure our client's information and IT systems are always safe from security threats.

Systems and storage

Ricoh has extensive experience in designing and building agile and cost-effective system and storage solutions that can grow and evolve with changing business requirements, whilst integrating your on-site, hosted, virtualised and back-up environments into a bespoke solution.

Desktop and Standard Operating Environment

Ricoh provides desktop and standard operating environment solutions to reduce the cost and time required to design, deploy and configure your organisation's computer environment.

Disaster recovery

Preparing for the unexpected ensures your organisation experiences minimal delay and disruption in the event of a disaster or IT failure, providing a comprehensive action plan to get you back up and running following any unexpected event.

Project management

For Ricoh, the successful delivery of every project is crucial. That's why all our Project Managers are PRINCE2 and PMBOK certified, as well as being experienced in end-to-end delivery of complex IT networking, infrastructure and management projects.

With careful planning and management of the full project lifecycle, you can expect a smooth transition from start to finish and on-time, on-budget project delivery.

IT Resource Backfill

Ricoh's engineers are experts across multiple technologies and can cover a wide range of requirements to support your diverse needs, providing level 1, level 2 or level 3 engineers to support critical IT functions when your crucial IT staff are on holidays or during unusually busy periods.

We're always here for you.

End-user support

Ricoh end-user support combines a professional and friendly service desk with desktop management services to keep your computers running efficiently and securely, and provide employees with the IT support they need.

Whether you're looking for basic level 1 service desk support or a wholly outsourced end-user support solution, Ricoh offers a range of options to suit your needs.

IT Infrastructure Management

To keep an organisation's IT running at optimal performance, Ricoh provides 24/7 monitoring and management of complex IT environments, including servers, storage infrastructure and voice environments.

This service can be combined with Ricoh's network management service to provide an end-to-end IT management solution, with eight core benefits:

1. Ensure business continuity
2. Increase ROI for technology
3. Reduce costs
4. Reduce corporate risk
5. Gain competitive advantage
6. Increase productivity
7. Make informed decisions
8. Enjoy peace of mind

We talk business.

Collaboration Services

IP Telephony

If you need an integrated, on-site phone system, Ricoh provides a robust, scalable, cutting-edge enterprise-class IP communications system that is future-proofed and enables effective collaboration for your business.

Ricoh's IP Telephony offerings include:

- An on-site solution that combines Cisco's Unified Communications suite and Ricoh's unique implementation expertise to ensure a solid business communications platform for now and into the future.

- A fully hosted service powered by Broadsoft and delivered over private network/internet for one or multiple sites – a fully redundant solution hosted in geographically separate data centres.

Messaging

From Presence & Instant Messaging, Unified Messaging including Voicemail to email, mobile phone integration, and video calling, Ricoh uses best-of-breed platforms to deliver all capabilities through a single, easy-to-use interface that is compatible across all devices.

Video Conferencing

Ricoh believes inter-organisational communications should seamlessly enhance collaboration across all your workplaces and so will partner with you to understand your visual communications requirements and assist with:

- Developing your collaboration strategy, auditing existing video technologies and providing recommendations on how best to leverage all available technologies.

- Provide innovative solutions for your video conferencing requirements to increase productivity, employee engagement and encourage content sharing.

We buy big.

Whether your organisation is planning a large technology refresh, or you need to source computer equipment for all your employees, Ricoh can simplify the task of procuring the hardware and software required to run your organisation.

As you'd expect for one of the industry's largest IT companies, Ricoh's experienced Sales Team provides a professional service from start to finish – ensuring you get the right technology at the best price, delivered when you need it – including our in-house financing solution, which is designed to deliver the technology you need now, but let you pay for it later.

We've got great partners.

In order to stay abreast of all the rapid changes facing large organisations, as well as any new market trends and technologies, Ricoh has formed partnerships with some of the world's leading technology providers.

To ensure we – and therefore you – stay ahead of the curve, Ricoh has a dedicated team that monitors any changes and via a continual education program ensures our engineers are expert in all the latest developments.

The benefits of these developments are then passed on to our clients - through strategic advice, expert delivery and access to preferential pricing from some of the world's leading technology vendors.

Our Partners.

Cisco Silver Partner	Citrix Partner Gold Solution Advisor	Microsoft Partner Gold Midmarket Solution Provider Gold Server Platform	hp Gold Partner	Kaseya Automating IT
vmware Partner Enterprise Solution Provider	NetApp Silver Partner	Business Partner IBM	riverbed Premier Performance Partner Program	f5
Adobe	Check Point Software Technologies Ltd.	WatchGuard	IGEL Technology	mailguard Certified Partner
lenovo Business Partner	Symantec Registered Partner	APC by Schneider Electric	softwareONE The Software Licensing Experts	Dell

Find out more by visiting
itservices.ricoh.com.au
or call **13 RICOH** to arrange an appointment with one of our highly trained IT Services Specialists today.

We're ready when you are

With a superior level of industry understanding, certification and expertise, Ricoh IT Services is a trusted partner to many major Australian organisations.
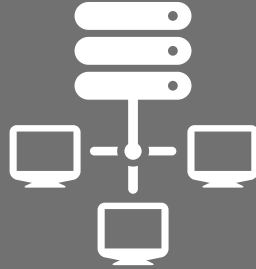
Delivering smart solutions for our clients through a completely customer-focused culture means we have the ability to predict and prepare for rapid changes in business technology, rather than just react to them.

So whether it's integration, managed services, network support, maintenance or procurement you need – in-house or outsourced- Ricoh can be the IT in every organIsaTion.

Including yours.

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