IT Services.

How crilTical is
your network?

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

From designing, building and optimising tailored IT infrastructure, to procuring PCs, servers, network devices and operating systems on behalf of our clients, Ricoh is now the IT partner for 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 IT Services 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.

itservices.ricoh.com.au

RICOH
imagine. change.

In today's ever-changing world of digital information, mobile workforces and connected devices, your network is more than just the critical link connecting people, business, suppliers and customers.

It's the lifeblood of your business.

Without a secure and reliable network, employees can't access information, communications within and outside your company slow down, customer engagement suffers and profits quickly decline.

As specialists in the design, implementation and management of secure and reliable networks, Ricoh IT Services has helped many Australian organisations navigate their way through the complexities of building, managing and future-proofing their network.

Ricoh IT Services can create or make your network faster and more reliable, so that you stay ahead of the curve as well as your competitors.

Network Mangement

To avoid the huge costs, lost productivity and the impact on employees, suppliers and customers that can be created by network downtime, Ricoh provides 24/7 management of critical and complex business networks, providing the following benefits:

1. Ensure business continuity and keep your network up and running;

2. Increase ROI of technology investments by optimising network performance;

3. Reduce costs by eliminating unnecessary upgrades and costs associated with poor performance;

4. Reduce corporate risk and prevent the legal consequences of network downtime;

5. Gain competitive advantage by enabling collaboration and connection in today's digital world;

6. Increase productivity and ensure your employees have instant access to the information they need;

7. Make informed decisions for future upgrades and investment decisions;

8. Enjoy the peace of mind of knowing your network and organisation are in safe hands.

Network Mangement Packages

Monitoring

Ricoh's monitoring is a tailored service providing network visibility, performance metrics and alerts to help organisations manage their network.

Essential Management

Essential Management is a comprehensive monitoring and management service for organisations looking for extra support with their network management, but who do not require the strict SLA's and coverage of Premium Management.

Premium Management

Premium Management provides the highest level of service, proactive management and stringent SLA's designed to optimise performance and availability of corporate networks.

NetSupport

A complete maintenance and support service for organisations that use Cisco technologies, Ricoh NetSupport provides 24/7 access to technical expertise, rapid hardware replacement, Cisco-certified self-help tools, operating system and software updates, as well as optional onsite replacement services.

With a range of service levels available to meet your needs, NetSupport keeps your network devices operational and your business functions available, secure and operating at peak performance.

Network Acccess

Ricoh owns and operates a Cisco-powered MPLS network that delivers highly secure and reliable Wide Area Networking (WAN) direct to our customers.

We partner with Australia's leading telecommunication providers for carriage of private network, Internet, voice, and video - providing significant economic benefits and the ability to quickly scale network access as required.

In addition, Ricoh has partnered with Australia's top tier data centre providers for colocation services - offering secure housing for your core infrastructure.

Cloud Networking

Ricoh has partnered with Cisco Meraki to offer enterprise-class networks with unprecedented simplicity through cloud managed edge, branch and campus networking - delivered through a solution engagement or a monthly managed service with no up-front costs.

With wireless, switching and security devices managed centrally from the cloud, Meraki gives network administrators visibility and control, without the cost and complexity of traditional architectures.
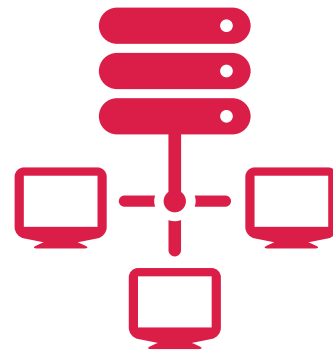
Whether you're looking for a simple but secure network solution for your branch, retail or satellite offices, a feature-rich guest or employee wireless solution or end-to-end network service, Ricoh can offer a cloud networking solution that's right for your organisation.

Network & Wireless Consulting

Ricoh are experts in designing and implementing secure, reliable and resilient WAN, LAN and wireless solutions, including:

- Routing & switching - design and configuration of core network components that ensures security, agility and reliability.

- Wireless - provide seamless access to information and connectivity across campus and devices with an integrated wireless solution.

- Security - integrate security prevention and protection such as email filtering and firewall technologies to prevent threats from infiltrating your network.

Our network and wireless solutions are based on industry-leading technologies including Cisco, Meraki, HP, F5, Checkpoint and Riverbed.

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IT
Services.

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