



IT
Services.

Complete Support
won't let you down.

Take the worry out of your IT with fast, friendly support from Ricoh.

A simple, cost-effective managed IT service, Complete Support keeps your business' IT up and running. With Ricoh as your virtual IT department you have a friendly team of professionals at your fingertips, to provide the proactive IT management and user support your business needs to operate smoothly.

So focus on what you do best - your core business - and let Ricoh take care of your IT network and systems.

itservices.ricoh.com.au

RICOH
imagine. change.

A simple, cost-effective service, Complete Support from Ricoh keeps your business up and running.

We're here for you

With Ricoh Complete Support running your IT, you will experience total peace of mind. Along the way, our service offers a host of other benefits, too:

- Manage your IT budgets with a cost-effective service delivered at a predictable monthly price
- Get quality IT support and service that's focused on keeping your business up-and-running
- Access specialised IT skills without having to hire additional staff
- Free up your time so you can focus on your business, while we handle your IT challenges
- Get strategic advice to help you understand your IT and plan for future requirements

Service Inclusions	Standard	Basic
Service Desk (support from level 1, 2 & 3 engineers)	•	Limited
24x7 Proactive Monitoring & Alerting	•	•
Incident & Problem Management	•	•
Change & Configuration Management	•	•
IT Document Management	•	•
Desktop / Laptop Management	•	•
Server Management	•	•
Backup and Data Management	•	•
Network Management	•	•
Monthly Reporting	•	•
Online Ticket Tracking and Management Portal	•	•
Service Delivery Management	•	•
Strategic Technology Plan	•	X
Onsite Support	•	Optional
Dedicated Support Number	Optional	Optional
Antivirus / Antimalware	Optional	Optional
Server / Workstation Backup	Optional	Optional

We work with you

Complete Support helps over-stretched IT departments with the tedious task of ongoing IT management, and provides user IT support when required.

Or, if you don't have an IT department and need a fully outsourced solution, Complete Support is also right for you. Our packages cater to different budget and coverage needs - or we can tailor the service to fit your requirements - so you get exactly what you need from your Ricoh Complete Support agreement.

We help you plan for the future

For businesses looking to get more out of their IT, Ricoh's standard Complete Support package includes a strategic technology plan - a view on the opportunities and impact the changing technology landscape will have on your business.

This includes a yearly review of your IT environment, consultation with key stakeholders as well as creation of a strategic plan and roadmap for your business.

Never miss another opportunity due to outdated IT, or waste precious capital on poor upgrade decisions - Ricoh will ensure you have a solid plan for the future.

