



IT
Services.

IT's your call.

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.

Firstly, let's try and work out what works for you.

To host or not to host?

As an alternative to a traditional PBX and telephony infrastructure based at your premises, a totally hosted service off-site has the potential to be more cost effective with a simple fee per handset per month.

Ricoh's hosted voice solutions use an IP network with a web-based configuration to reduce complexity and costs in comparison to traditional on-premise phone systems and comes with features like mobile phone integration, extension mobility and self-service administration to help you achieve greater efficiency, availability and productivity.

We can even supply IP handsets that can be configured in real time via an IP connection, or bring your system up to speed with remote upgrades, plug-and-play provisioning or self-service administration.

Or to enable true mobility, Ricoh offers UC-One on our Hosted Voice platform - an application that gives desk phone functionality to smartphones and tablets. Whatever you require, a conversation with any of our Voice Specialist Engineers will quickly tell us, what's the best solution for you.

Or talk with one voice?

You may prefer to integrate the voice solution of your choice with your organisation's directory and email platform, to realise the cost and efficiency benefits of unified communications.

To do this, Ricoh prefers to utilise Cisco's Jabber as our all-in-one application, purely because it delivers outstanding mobile experiences on any device. Integration to the popular Office productivity suite enables smooth integration of your existing apps enabling Presence, Instant Messaging, and Click-to-call/IM from one easy interface.

We partner

To ensure Ricoh's core network offers the very best solution for our customers, we prefer to partner with the very best in the business.

So that's why our platform is a Cisco-powered Multi-Protocol Label Switching (MPLS) network, because it's highly scalable, secure and can carry a multitude of different traffic, such as Private Network, Internet, Voice and Video.

It can also be delivered to any of our customers' locations using the best possible access.

Our complete IP Telephony solutions are based on careful selection of vendors and years of experience in implementing & supporting the solution. We rely on equipment from Cisco, Polycom, and services from our telecommunication partners to provide any end-to-end service (including any Private networks) you may need.

We talk business.

Working with leading edge partners isn't the only way Ricoh provides you with a simple, powerful and flexible voice communications platform, no matter what size or shape your organisation.

We listen

Our ability to fully support your installed solution is based on a proven 'listening strategy' that puts you at the centre of things and builds a bespoke IP Telephony solution from there.

This means Ricoh can slot into your organisation at any stage of the process to help develop, execute, monitor and support your tailored communications solution.

So whether it's an additional server for Call Manager you need, or you simply want to add on Presence and

Instant Messaging using Jabber, or Web Conferencing, Integration, or Support – Ricoh can answer your call.

In the table below, you can see how we can safely and securely cover your communications:

Ricoh Voice Features	Business IP Telephony	Hosted Voice
Handsets	Cisco IP Handsets	Polycom VVX IP Handsets
IP-PBX	On premise, Cisco UCM	Multi-tenanted, powered by Broadsoft
Additional Switches and Routers	As per design and requirements	Multi-tenanted
Unified Messaging such as Voicemail	Enable as per design and requirements	Included with individual plans
Advanced Call Features	Enable as per design and requirements	Included with individual plans
Unified Communications including IM & Presence	Jabber, integration as required	UCOne, Optional and available on select plans
Video calling	Enable as per design and requirements	Available on selected plan only
Design	Service provided by Ricoh	■
Implementation	Service provided by Ricoh	Initial setup and configuration provided by Ricoh
Payment	Project-based; Equipment & Professional services	Per user per month pricing; Usage additional
SIP Trunk	Optional	■
Data Networks Service	Optional	Optional
Managed Service	Optional	Included, with limitations
Network monitoring	Optional	■
Integration	Ricoh will design a solution to integrate, upgrade, and/or provide Cisco IP Telephony infrastructure.	Service suited for new sites, mobile branch office, and transition from PSTN (except fax, eftpos etc.),
Suitable for:	50+ users, more than 2 sites.	20+ users; Can work with existing Internet connection, customer to ensure sufficient bandwidth.

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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.