

Key service offerings

- **Network assessment**
- **Network design, installation, and configuration**
- **Security consulting**
 - Disaster recovery
 - Business continuity planning
 - Forensics
- **Managed security services**
 - Intrusion detection and prevention
 - Antivirus and spyware
 - VPN management
 - Patch management
- **Remote network monitoring and alerts**
- **Remote maintenance and troubleshooting**
- **Server administration**
- **Desktop support**
- **Printer maintenance**
- **Complete IT outsourcing**
- **24/7 help desk**

Get started today

Contact your local Ricoh representative today to initiate a network assessment, which includes a complete site analysis and initial recommendations for how your organization can boost productivity, improve network performance, and reduce the cost of network support.



Resolve a vast array of IT problems without the need for on-site help by contacting Ricoh's service experts via phone or by visiting the Ricoh business solutions website.

Network Support Services Reliable IT Support That Meets Your Needs



RICOH

www.ricohbusinessolutions.com

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Cost-Effective

The cost-effective choice for higher uptime and productivity.

If your organization is like most, you understand how a reliable network environment can increase productivity, make it easier to collaborate, and streamline document management. But keeping a network running smoothly is an entirely different issue. Local providers lack resources and consistency. Industry consultants are too expensive. And handling IT tasks in-house can disrupt daily operations.

That's why RICOH® offers Network Support Services, a group of industry-certified engineers that provides expert technical assistance and around-the-clock network support with nationwide coverage for any size organization.

With Ricoh Network Support Services, you have a single source for all your needs—from network maintenance to printer service to document management. Whether you are a startup company that needs a network built from scratch, or a successful organization looking to improve network performance, Ricoh can deliver a customized yet cost-effective solution.

Increased Uptime

Increase productivity and ROI

Ricoh Network Support Services manages your network, so you can manage your business. Certified engineers monitor and maintain IT infrastructure continuously through performance analysis, automatic security updates, and onsite and remote troubleshooting. We can also uncover hidden costs, eliminate underutilized equipment, and make sure every device on the network is performing at optimal capacity.

Experienced, professional teams

Our Network Support Services teams offer a powerful combination of document management expertise, hands-on IT experience, and outstanding technical support. In fact, some of the world's largest organizations rely on Ricoh to improve network uptime and streamline document workflow.

Ensure security and reliability

In any business environment, network security and uptime are critical priorities. Ricoh offers dedicated services focused on both objectives.

- Managed security services. Working 24/7 from our state-of-the-art Managed Services Operations Center, Ricoh experts detect and eradicate malicious code and other threats before they disrupt your network.
- Network monitoring services. We use early detection measures and alerts to identify, isolate, and eliminate potential issues proactively. We also offer online reports, so you can check network productivity in real time.
- Remote maintenance services. Using the latest desktop sharing software, our technicians can resolve a wide range of common issues on connected servers and workstations remotely, while your teams continue working.

Greater Productivity



Experienced, professional support teams are standing by.



Reduce waiting and network downtime while increasing your company's cost-effectiveness.



The Ricoh Network Support Services team manages your network which gives you more time to manage your business.