# Power Office

Complete IT delivery and support for small organisations

IT Services

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Power Office provides a single point of contact for comprehensive, cost-effective and reliable IT support for small organisations. With proven PC, server and network hardware and consistent support from Ricoh's Service Desk and delivery teams, you can stay focused on your core operations while we ensure your IT continues to deliver.
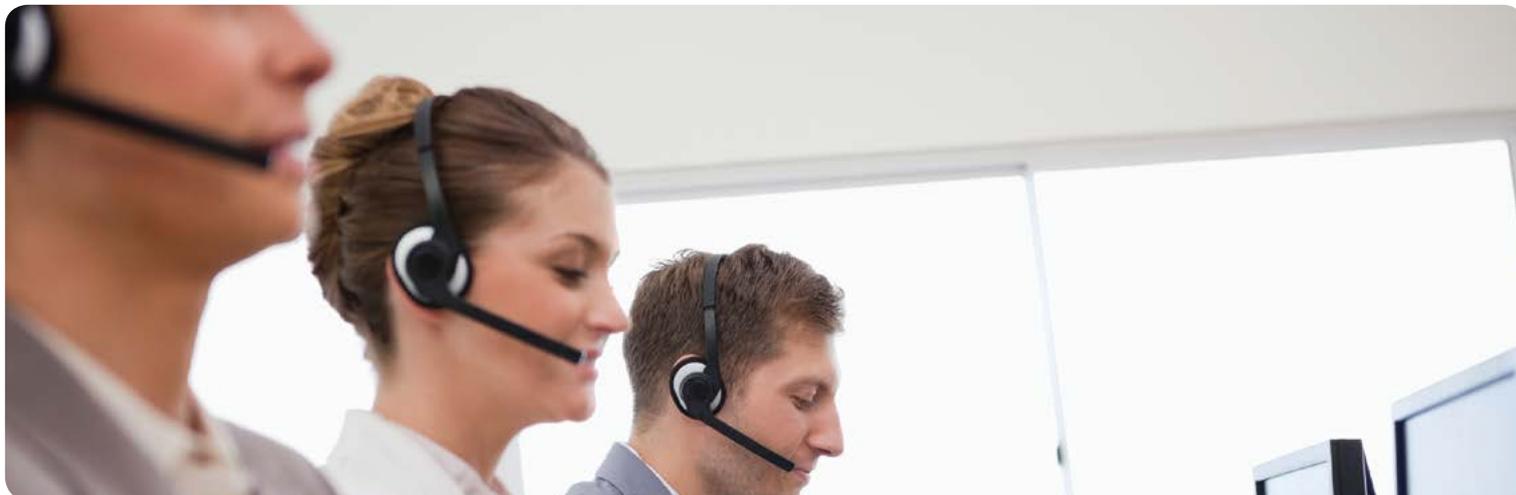
Eliminate your IT challenges

For small organisations, high-performing IT is key to remaining agile and responding effectively to customer demands. But without the dedicated resources of larger organisations it can be difficult to effectively maintain your IT infrastructure and keep track of technology developments.

Power Office from Ricoh offers a complete solution to your hardware, software and support requirements. Designed specifically to meet the IT needs of small organisations,

Power Office enables you to quickly get up and running with proven, standardised PC, server and network hardware, proactive performance monitoring and maintenance and prompt incident response from Ricoh's Service Desk.

With Ricoh committed to taking your IT problems away and ensuring the performance of your infrastructure, you can be more efficient and focused on running your organisation.

Easy-to-manage IT costs

Power Office makes it easy to ensure your IT is up-to-date without the need for prohibitive upfront investment or in-house technical expertise. Instead, Ricoh can deliver all the PC, server and network hardware, software and support your organisation needs, for a transparent, predictable service charge.

A choice of two packages within Power Office, PLUS and TOTAL, makes it even easier to control the cost of your IT. Ricoh's extensive local and international service network ensures we can provide consistent, standardised support if you operate multiple branches, and scale up our support to meet your needs as they grow.

Simple, high-performing IT

With Power Office, all PC, server and networking maintenance and troubleshooting issues can be handled by Ricoh as part of a service package that is based on the particular needs of your organisation. You benefit from consistent, accountable support for your IT infrastructure with no unexpected additional costs.

For even greater simplicity, our TOTAL package provides standardised, high-quality PC, server and/or network hardware to maximise the performance and reliability of your IT.

Access to trusted IT support

Power Office provides direct access to Ricoh's technical expertise and proven, best-in-class service processes, developed from our experience of delivering IT support locally and internationally. Our Service Desk capabilities ensure you always have a single, reliable point of contact for incidents and Requests, and our extensive network of service engineers means that help is always close at hand.

Our team is committed to the continuous optimisation of your IT, and can provide consultancy on opportunities for additional improvement. To further support the performance of your infrastructure, Power Office includes powerful remote monitoring capabilities for detailed, responsive tracking of your infrastructure. This enables our engineers to proactively identify potential issues before they arise, ensuring your IT continues to run smoothly. We continuously track the support we deliver against stringent service level agreements (SLAs), reinforced by our regular, transparent reporting processes.

Support that's right for your organisation

Power Office offers a choice of two packages for your IT that can cover PC, server and network infrastructure, depending on your specific needs and priorities.

To help you get the right support, we can provide an initial assessment of your current IT capabilities and challenges. Based on the findings, we will determine the right package to address your needs. Throughout the contract lifecycle, we are committed to the continuous enhancement of your IT infrastructure and the support we deliver. Our consultants will conduct regular assessments of your IT performance and the changing requirements of your organisation to ensure we continue to deliver optimal support.

Both our packages are based on a predictable charge per device, enabling costs to be closely controlled.

PLUS provides cost-effective monitoring and support services to ensure your IT infrastructure continues to perform. Ricoh engineers proactively ensure that your existing hardware and software is maintained and supported.

TOTAL provides all the services in the PLUS package with the addition of PC, server and/or network hardware provision. This provides a comprehensive, simple and effective way to upgrade and standardise your IT to ensure optimal performance and support.

As well as supporting on-premise PC and server infrastructure, Power Office can also provide access to Ricoh's powerful cloud computing services. These services enable additional application resources to be deployed quickly and effectively, managed as part of your overall IT environment.

Key Benefits

- Full support for your IT infrastructure

- Reduce the cost of delivering, maintaining and supporting your IT

- Increase control over IT expenditure with transparent, predictable charges

- Ensure higher-performing, more consistent IT with proven equipment and support

- Eliminate the need for in-house technical expertise and upfront investment in new resources

- Simplify IT management using Ricoh as a single, dependable point of support

- Consultancy on how to optimise IT performance provided initially and throughout the contract lifecycle

PLUS (Managed IT Services)

PC

Proactive monitoring & support to ensure PC equipment continues to perform

Server

Proactive monitoring & support to ensure high performance from server equipment

Network Devices

Proactive monitoring & support to ensure continued high performance from network devices

TOTAL (Managed IT Services & Hardware)

PC

In addition to PLUS, TOTAL supplies standardised PC hardware & software with on-site deployment

Server

In addition to PLUS, TOTAL supplies proven server equipment with on-site deployment

Network Devices

In addition to PLUS, TOTAL supplies high-performing network devices with on-site deployment

Figure 1: Breakdown of Ricoh's PLUS and TOTAL packages

Flying high with dedicated IT support from Ricoh

Thai Airways Sweden needed to increase the efficiency of its operations and ensure its IT was able to keep up with new technology trends. However, these aims were being held back by a lack of dedicated IT knowledge locally. End users did not have a single source of support, and technology and security upgrades were not being made.

Thai Airways Sweden recognised the need for a coordinated IT strategy that could boost the performance, security and reliability of its systems. It identified Ricoh as a single provider to procure and deliver new equipment and ensure this continued to perform optimally.

Ricoh's Power Office solution provides complete support for Thai Airways Sweden's server, virtual desktop and networked device infrastructure. As well as delivering proven new technology, Ricoh provides proactive remote monitoring and effective on-site support in the event of an incident.

With high-performing IT, Thai Airways Sweden's employees are now able to work more productively and deliver better service. The company has raised productivity and reduced downtime thanks to the faster resolution of IT issues. It has also benefited from greater control over the cost of supporting its IT, as a result of Ricoh's predictable, transparent monthly service charges.

With Power Office, we can rely on a fast and effective response from Ricoh in the event of an incident. We can focus on delivering great customer service, confident that our IT is performing optimally."
Jonas Broström, District Sales Manager, Sweden, Finland & Estonia, Thai Airways International PLC

Consolidated, high-performing IT

Naxos Sweden oversees the international classical music label's distribution operations within the Nordic region, with 20 employees in four offices in Sweden, Norway, Denmark and Finland. In response to industry-wide changes, it aimed to make its operations more efficient. It aimed to consolidate its IT infrastructure in the region, increase performance and control costs by outsourcing IT management to an expert provider.

As part of an overhaul of Naxos' IT systems, Ricoh has delivered new, standardised PCs and network devices for employees. It has overseen the migration and consolidation of seven servers to a single, central virtualised server for increased reliability and efficiency, and manages a secure connection between offices, with access to central applications. To improve the end user experience, Ricoh has migrated employee email accounts from a physical server to Office 365, and provides remote data backup to its own data centre for greater reliability.

Ricoh's Power Office solution provides a single point of contact for IT delivery and support in all four Naxos Sweden offices, for a transparent, fixed monthly service charge. Ricoh proactively ensures the continued performance of Naxos Sweden's IT from within its network operations centre, and its engineers can provide fast, effective remote and on-site support to users if an issue arises.

With Ricoh's support, Naxos now benefits from higher-performing, more reliable and cost-effective IT, supporting more efficient, agile business operations.

IT is a critical function in our business. We can't afford to gamble with it or rely on inexperienced technical support. Power Office has helped us to deliver a very stable IT environment that enables us to stay focused on our core operations."
Mats Byrén, Marketing Manager, Naxos Sweden

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