



RICOH IT Service Desk

Unburden your IT leaders

Are the requirements of running your service desk getting in the way of what's strategically more important? Instead of shouldering the responsibility yourself, you can outsource to RICOH IT Service Desk — a turnkey solution for off site IT support services. We take on all aspects of staffing, retention, service delivery, reporting on objectives and serving as the face of IT. We provide services to enable worker productivity and reduce frustration — so your IT leaders can refocus their resources on strategy, innovation, customer acquisition and growth.

Tier 1&2 support with a concierge feel

Because the Ricoh IT Service Desk is an off site service, we use our own technology infrastructure and integrate it with your processes. We work to understand your company culture and get to know your people. Our trained agents can resolve matters quickly — showing empathy for the end user's problem and a commitment to respectful, friendly interactions.

Clear, visible metrics

Do you struggle with obtaining true analytics and meeting Key Performance Indicators (KPIs)? Support desk metrics are often invisible or go unnoticed because no one is closing the loop on measurements.

Ricoh has a culture of clear, concise metrics and transparent reporting, and we have the knowledge and experience to bring support desk metrics to light. With the Ricoh IT Service Desk, you'll receive monthly reports that are standardized to KPIs — so you can set and manage expectations.

Professional and structured

Consistency and professionalism — or lack thereof — can make or break a service desk. The Ricoh IT Service Desk formalizes service interactions with procedural know how to deliver scalable and repeatable IT services. Our structured procedures provide consistent service to the end user while elevating the importance of analytics for measuring results. In addition, our Service Excellence Methodology provides oversight for streamlined process, better reporting and enhanced customer service levels.

Digital Printing & Fulfillment

If you're already a Ricoh customer, the same commitment to your success and satisfaction is fully present in the Ricoh IT Service Desk. Current customers can enjoy benefits like being able to leverage our current contract, relationships, resources and working knowledge of your organization. This helps reduce risk and provides an easier transition for end users and existing support staff.

Why choose Ricoh IT Service Desk?





- Free up IT leaders to run the business
- Provide end users with capable, friendly and efficient Tier 1&2 support*
- Reduce technology infrastructure
- Outsource staffing and analytics
- Work with a trusted partner and proven performer

The Ricoh IT Service Desk is part of a growing portfolio of Cloud and IT Services — which are designed to free up customers to run their business.

*Encompasses registering / classifying received incident tickets and making an immediate effort to restore a failed IT service.

RICOH IT Service Desk - Premier & Elite Tiers

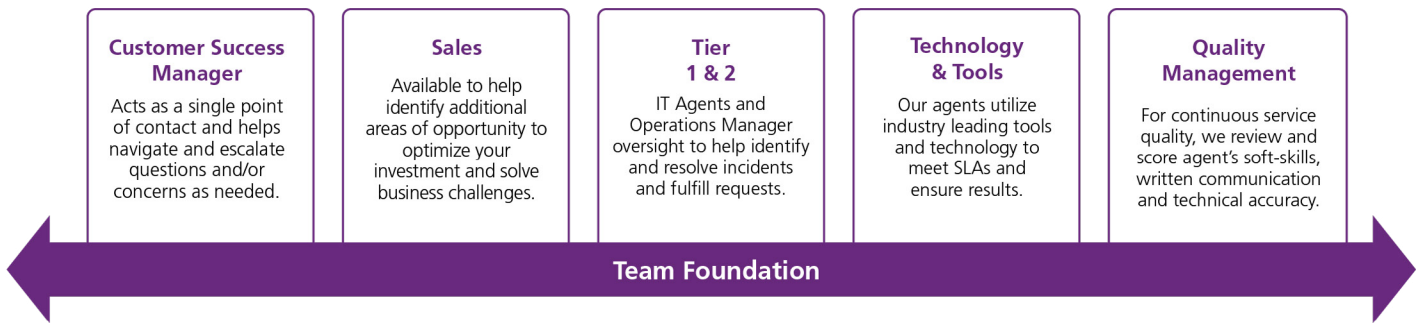
Two service tiers with unique characteristics aimed at providing the best combination of features and price to fit requirements as seen on the table below.

	Feature	Premier	Elite	
Onboarding & Grace Period		60-90 days	90 days	
 Service Availability	Standard Service Hours 8:00am to 8:00pm EST	12h x 5d	12h x 5d	
	Optional Extended Service Hours ¹	12h x 7d or 24h x 7d	24h x 7d	
	Holiday Options ¹	US Major Holidays or No Holidays	US Major Holidays or No Holidays	
 Service Delivery	Multiple Languages ²	✓	✓	
	Agent Role	Semi-Dedicated	Fully-Dedicated	
	Ricoh Phone System	✓	✓	
	Ticketing System	Ricoh	Ricoh / Customer	
	E-Bond	✓	✓	
	Answer as Customer		✓	
	US-Based Service Desk option ¹		✓	
	Certified Agents option ¹	✓	✓	
	Support Ticket Volume per period	Base + Overage	Flex Benefit	
	Service Level Type	SLO	SLA	
 Service Response	Average Speed of Answer	(phone)	80% in 2 mins. or less	85% in 60 secs. or less
		(chat)	90 secs.	60 secs.
	Response Time	(portal)	1 Business Day	1 Service Hour
		(email)	1 Business Day	2 Service Hours
 Service Quality	Customer Success Manager	✓	✓	
	Reporting	Monthly SLO	Monthly SLA	
	Quarterly Business Reviews		✓	
	Customer Satisfaction (CSAT)	90%	92%	

1. Service pricing depends on selected option.

2. Certain languages may be provided out of different geographic locations.

Clients will be supported by a cross-functional team to ensure consistency and professionalism. We utilize transparent and balanced metrics to measure both the speed and quality of the service provided. Our reports are designed to be actionable, and the data can be used to drive continuous service improvement that results in performance. Our goal is to provide the fastest possible response while solving the problem right the first time.



www.ricoh-usa.com/en/services-and-solutions/cloud-it-services/it-service-desk

Ricoh USA, Inc. 300 Eagleview Boulevard, Exton, PA 19341 | 1-800-63-RICOH

©2022 Ricoh USA, Inc. All rights reserved. Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners. The content of this document, and the appearance, features and specifications of Ricoh products and services are subject to change from time to time without notice. Products are shown with optional features. While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services, and the conditions and factors affecting performance. The only warranties for Ricoh products and services are as set forth in the express warranty statements accompanying them.