

5 reasons why
enterprises
adopt print
management
services

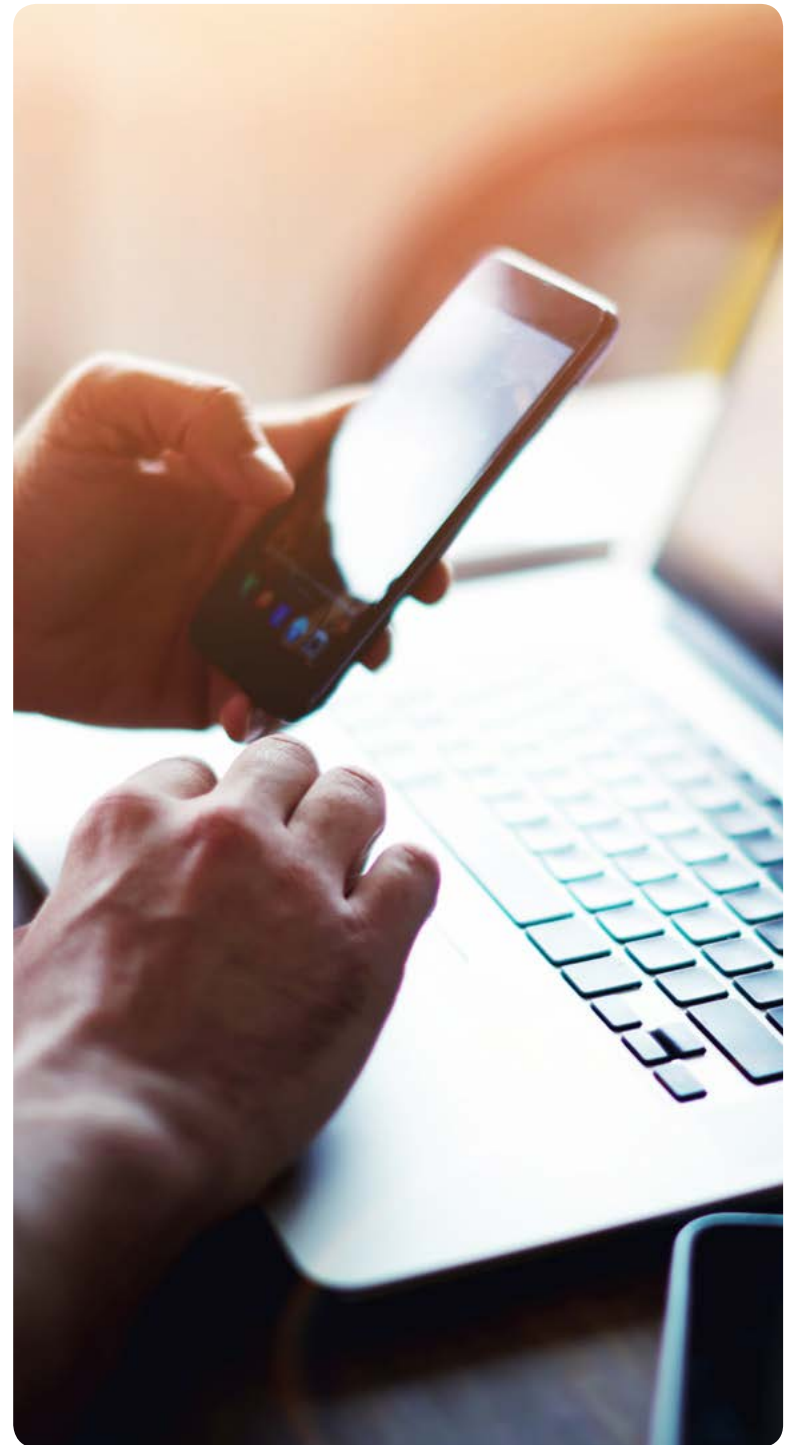
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Introduction

The data trail in today's print environment often follows a messy network of multiple servers, software systems and devices. Ricoh's new cloud-based print management model is helping organizations streamline their print ecosystem to improve print efficiency and security. Print Platform Cloud Service (PPCS) is a centralized print management platform that enables scalability, proactive maintenance and lower management costs when compared to traditional on-premises systems.

Many companies still question whether they should shift their print management services to the cloud. This e-book will take a closer look at five key factors that IT decision-makers should consider when evaluating whether cloud-based print management is right for their organization: scalability, serviceability, maintenance, total cost of ownership and security.

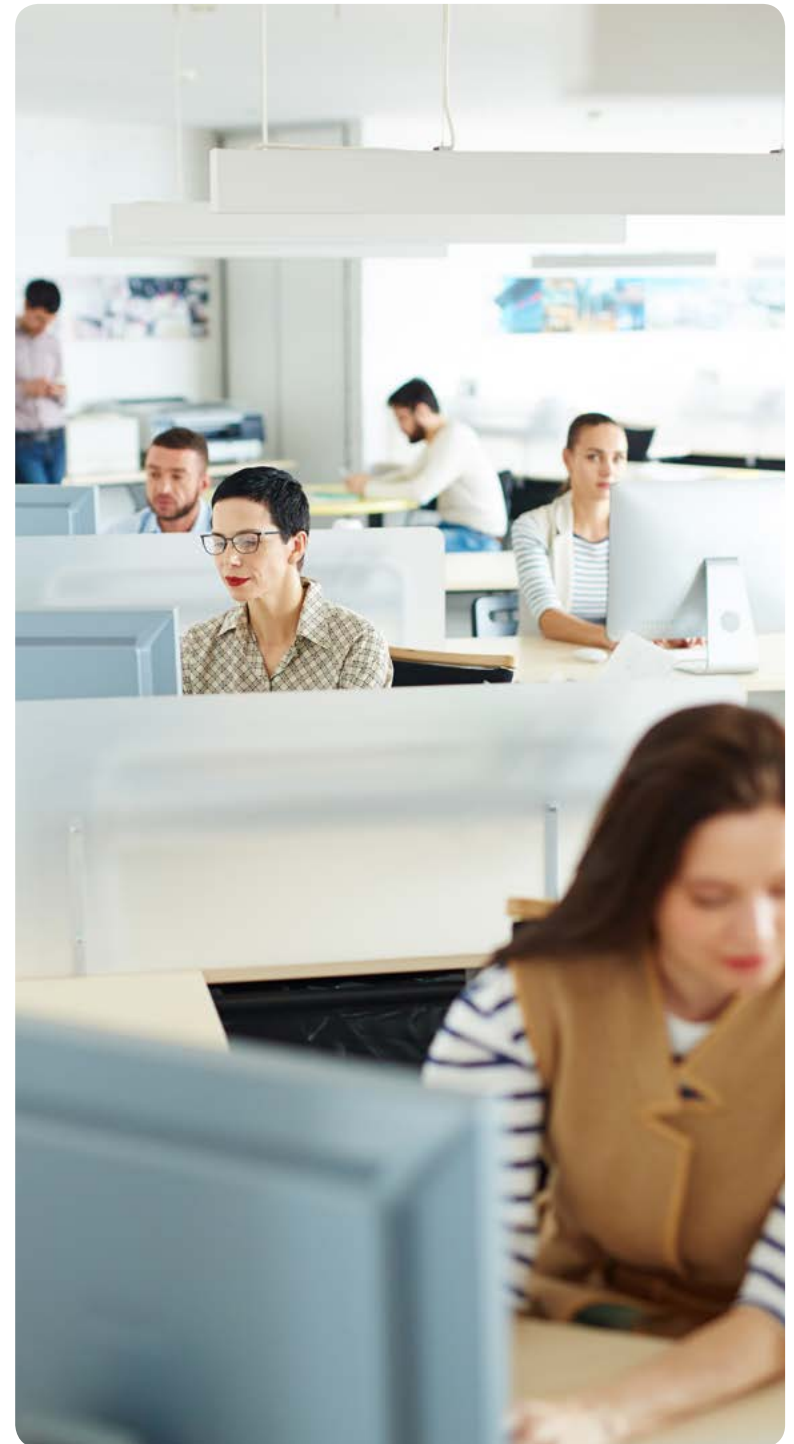


1 The current print infrastructure isn't scalable

What happens to an organization's print environment after an office expansion, acquisition or restructuring? With a traditional server-based system, a company may acquire a variety of print-system software and hardware. Organizations often discover these disparate systems are time-consuming and cumbersome to build out or scale.

A single, cloud-based system eliminates variance within the system, including different types of output management software and server hardware, as well as multiple patches and updates. The centralized PPCS environment enables rapid deployment because organizations don't need to purchase and configure a new server, upload the software and attach everything to the devices. In addition, PPCS provides standardized support that can be rapidly deployed, when necessary, to ensure a fully optimized support organization.

The cloud-based environment reduces costs related to purchasing additional hardware and software when scaling up and increases an organization's ability to be agile as business needs change.



2

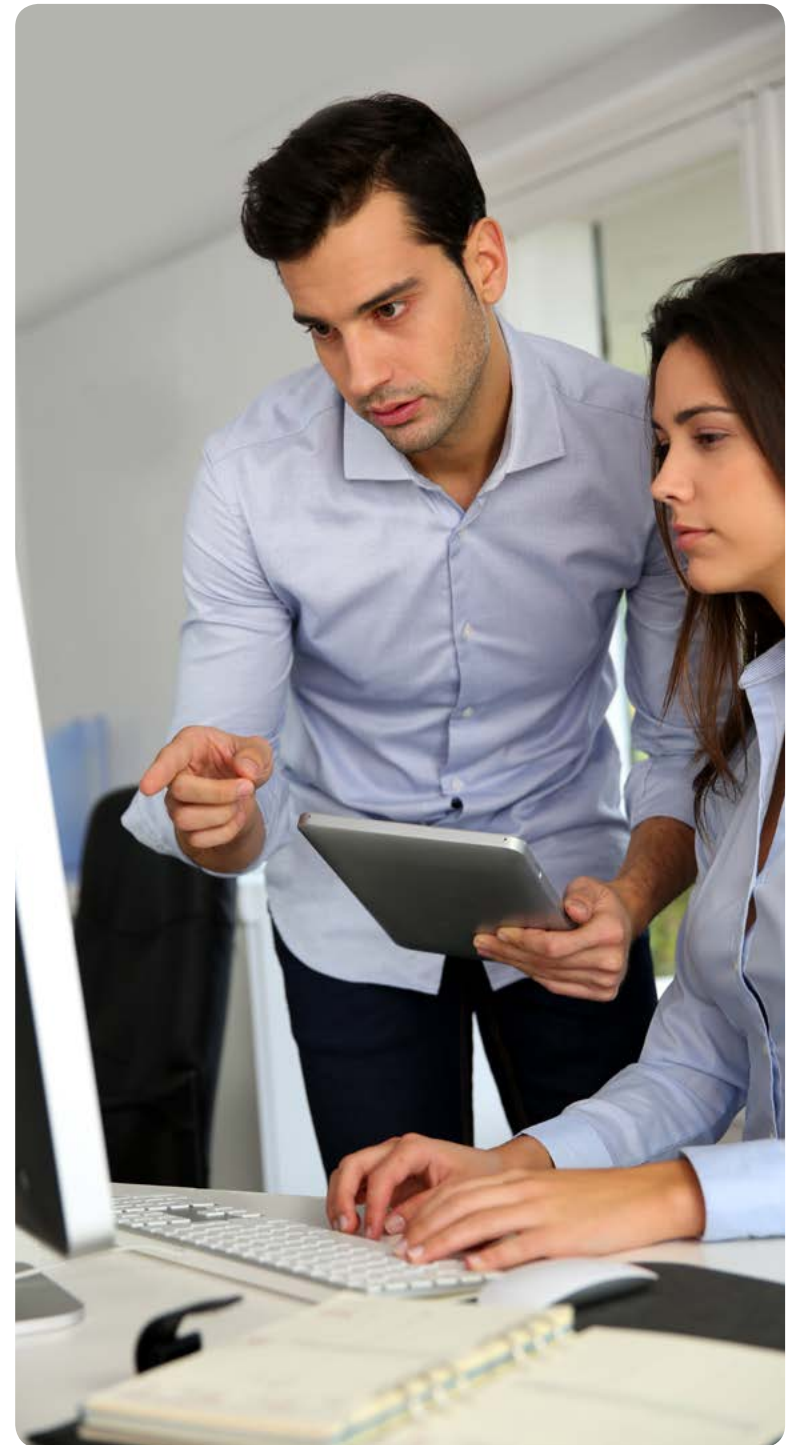
IT and other internal departments are overwhelmed

Managing various on-premises print management systems is a challenge for most IT departments. They're constantly responding to service calls, as well as installing updates and patches. They take on the burden and cost of co-managing print services—whether hardware, software or service delivery. The strain on IT departments often forces organizations to increase headcount and divert attention away from strategic initiatives.

For example, a company may want to upgrade its enterprise software or install IoT-enabled devices. In an on-premises model, IT departments may be too overwhelmed to undertake such projects or encounter delays. A standardized set of people, processes and technology facilitates a higher level of quality and efficiency.

The PPCS cloud-based model and dedicated leveraged delivery teams help free IT departments from print management activities so they can focus on core responsibilities. PPCS may also help businesses reduce IT budgets related to end-user print requirements.

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3

Current maintenance and service is reactive

Toner outages, paper jams and other common print problems wreak havoc on productivity. Companies typically have poor visibility into the functional stage and performance of their print devices. Their strategy is more reactive—waiting until an issue occurs to service the equipment. This results in lost productivity across the organization.

PPCS provides continuous monitoring and alerting on the associated applications. Application-related monitoring and alerting information includes CPU usage, disk utilization and memory utilization. Device monitoring and alerting information includes device status updates (on or off) and functional issues, such as toner or paper levels.

Organizations also receive monthly service-related reports that provide insight into key metrics, such as device utilization or cloud infrastructure compliance. The continuous monitoring and alerting information helps ensure organizations are provided with a proactive service and stay ahead of potential issues before they result in downtime or major security breaches.



4

A cloud-based print architecture reduces total cost of ownership

By shifting to a cloud-based architecture, organizations can forego making capital investments in infrastructure, software or upgrades. They also do not need to manage multiple print servers, which is common in traditional server-based environments.

PPCS is fully managed by Ricoh to ensure the print management environment is always up-to-date. It's a per-user subscription pricing system that shifts costs to an operating model and includes all required system assessments, a standardized design, configuration, implementation, incident response and management. This end-to-end support and the ability to eliminate onsite management lower the total cost of ownership for a print environment. Companies can reinvest the savings into other key areas of the business to drive bottom-line revenue.

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5

The existing print network is vulnerable

Organizations are scrambling to improve IT security as data breaches become more common. Print devices often get overlooked as a security threat, but they can be targets for malicious activities. This threat presents another challenge for IT departments, which may lack the resources or budget to tackle such a complex matter.

PPCS comes with a number of standardized security capabilities and features, including secure access for administration and end users, device encryption, a disk overwrite security system (DOSS), secured device firmware and a secured device panel interface.

PPCS also tracks activity by user for an additional level of security. Ricoh can monitor usage details for employees and guests, whether they're walking up to the device or initiating printing from desktops. In addition, the service includes annual penetration and vulnerability testing. This helps identify system or service vulnerabilities that expose print environments to unauthorized access.

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Next steps: Transitioning to the cloud

Organizations may realize their current model isn't sustainable, and it's time to shift their print management services to the cloud. But taking the next step may seem daunting. Decision-makers can consult with Ricoh to learn about their options and understand the process to transition to a fully managed print platform in the cloud.

For more information on how Ricoh Print Platform Cloud Service can help, visit www.ricoh-usa.com.

