

Application Administration Services



Ricoh-Managed Service and Support

You use a number of solutions to meet your workflow and information management challenges – but managing all of this software is difficult in today's complex IT environment. Hiring internal administrators and providing training can be cost prohibitive. Outsourcing to other IT services companies can create more headache than help – especially since the majority of these companies don't have the knowledge or experience to support Ricoh applications effectively.

Whether you're investing in Ricoh software for output management, scan & capture, enterprise content management or any of our solution offerings, Ricoh can provide administration of the application for you – remotely or on-site. Our Application Administrators know our software inside and out. With trained professionals focusing on your applications, you can free up your time and resources to focus on your core business.

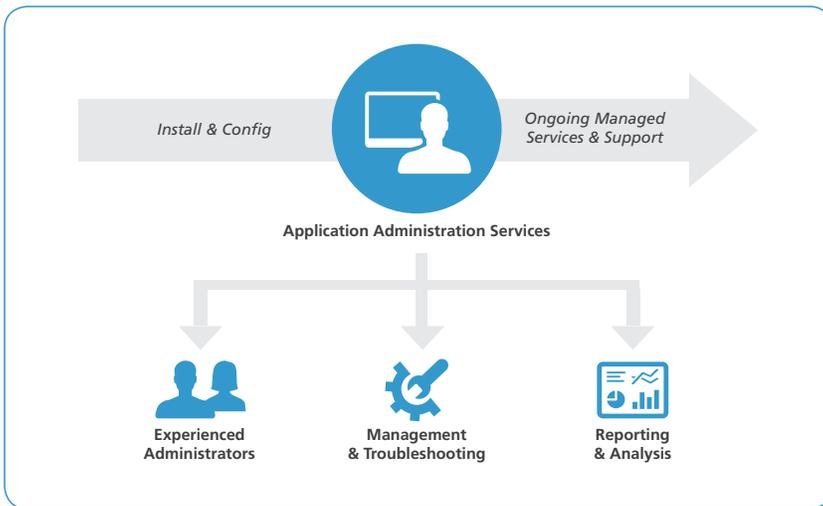
This Service Covers:

Trained Professionals

The Ricoh support team has the knowledge and experience necessary to provide effective, optimized support.

IT Infrastructure

Ricoh Application Administrators ensure your investment in Ricoh technology is running efficiently.



Ricoh Application Administration gives you access to trained professionals to manage and operate Ricoh applications – so you can ensure optimized use of our software.

Who Can Benefit

- Any customer investing in a solution from our approved software portfolio

Benefits

- Save the resources you would spend to hire and train internal administrators
- Eliminate outsourcing to 3rd parties that don't have experience with Ricoh solutions
- Feel confident in your support partner – we work with you to create a set guideline of contacts and escalation points to meet your SLAs
- Conform Ricoh solutions to meet your needs – not the other way around
- Don't wait for issues to be resolved – Application Administrators have a direct line to the software manufacturer(s) to quickly troubleshoot

Using this Service

- Outline and confirm the flow of service tickets and SLA's before service begins
- Focus on your core business and leverage Ricoh software without the hassle – our Administrators run, manage and troubleshoot your solution for you
- Work with experienced professionals – all with the proper training and credentials
- Access timely and predictable information – Ricoh will hold monthly and/or quarterly review meetings with your IT staff or key stakeholders to gather, report and make sense of the data resident in your software applications

Implementation

- Predictable pricing – service is provided for an ongoing monthly service fee
- Minimum service agreement of 2 years
- Service is provided between normal working hours, unless otherwise stipulated in the contract agreement
- Covers many industry verticals – including business, legal, education, healthcare and more
- Services provided for Ricoh engineered software and select third-party applications:

- (1) Streamline NX
 - (2) Device Manager NX
 - (3) Integrated Cloud Environment
 - (4) @Remote
 - (5) CAC
 - (6) Global Clarity
 - (7) Supporting Security Solutions
 - (8) Equitrac
 - (9) eCopy
 - (10) HotSpot Enterprise
 - (11) KOFAX
 - (12) RightFax
 - (13) Fiery
- (Additional third-party applications may qualify)*

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