

IT Essentials for Modern Workforces

RICOH
imagine. change.



Everything you need, managed by a partner you trust.

Ricoh is known for its copiers, printers and other office equipment. But we're more than that — we're a total services and solutions provider that can help improve the way you work, top to bottom. For nearly 80 years, we've been at the forefront of workplace innovation, and today we are one of the largest IT outsourcing and cloud services providers in the United States.

Managing your workforce, wherever they are working from.

In many organizations, performance often hinges on the ability to manage IT essentials — the fundamental pillars of technology that empower the workplace: workstations, mobile devices, data, applications and networks.

IT Essentials from Ricoh is powered by Microsoft 365 Business Premium, and provides an all in one solution that helps your business run from anywhere, with peace of mind. Having a single partner for productivity and security eliminates the costs of multiple point solutions and eases licensing complexity. Plus, the integrated cloud platform simplifies deployment to get you up and running quickly.

Prioritizing Data Protection

Remote work starts with securing identity and access, and our fully managed approach to IT means you can let go of these day to day worries. IT Essentials is designed to maintain security and control of your confidential business and customer data and safeguard your employees from cyber threats like phishing. We also can ensure proper backups and enable recovery of data across your applications, workstations and servers.

Lean on your virtual technology consultant

Every Ricoh IT Essentials customer receives a dedicated account manager and a technology consultant with extensive IT expertise.

Benefit from quarterly technology reviews

Every three months we sit down with you and your leadership team to discuss review our performance and map out a technology plan that aligns to and supports your business goals.

Gold
Microsoft Partner



Our programs are completely customizable, but you can choose from one of three IT Essentials packages to help you get started.

Fully Managed IT Service offerings powered by Microsoft 365.	IT Essentials for Remote Workers	+Cloud	+Security
Service Features	Featuring Microsoft 365 Business Standard or E3*	Featuring Microsoft 365 Business Premium or E5*	Featuring Microsoft 365 Business Premium or E5*
End User & Workstation			
24/7 Service Desk	✓	✓	✓
Windows Operating System Management	✓	✓	✓
Remote Access Support	✓	✓	✓
Microsoft 365 Business Apps (Outlook, OneDrive & Teams and more)	✓	✓	✓
Online Training Platform for Microsoft Office	✓	✓	✓
Quarterly Technology Reviews with Account Management Team	✓	✓	✓
Workstation Management	N/A	✓	✓
Mobile Device Management	Optional	✓	✓
Work From Home +Print Bundle	Optional	Optional	Optional
Server & Network			
On-Premise/Local Server Management and Monitoring	Optional	✓	✓
Cloud Server Management and Monitoring	Optional	✓	✓
Office Network Device Management (switches, routers, access points)	Optional	✓	✓
Data migration services for cloud servers, Microsoft 365 and Teams	Optional	Optional	Optional
Business Continuity and Disaster Recovery Planning	Optional	Optional	Optional
Security & Data Protection			
Multi-Factor Authentication & Identity Management	✓	✓	✓
Office 365 Advanced Threat Protection	✓	✓	✓
Firewall Management	Optional	✓	✓
Workstation Backup Service	Optional	✓	✓
Microsoft 365 Backup and Data Protection	Optional	✓	✓
Server Backup and Data Protection	Optional	✓	✓
Advanced Endpoint Protection, Detection and Response	Optional	Optional	✓
Dark Web and 3rd Party Breach Monitoring	Optional	Optional	✓
Available Cyber Liability Protection	Optional	Optional	✓



www.ricoh-usa.com

*For organizations over 300 employees, Ricoh will utilize Microsoft 365 E3 or E5 licensing.

Ricoh USA, Inc. 300 Eagleview Boulevard, Exton, PA 19341 | 1-800-63-RICOH
 ©2020 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.