

Take the next step with Ricoh Training Services.

Your partnership with Ricoh goes beyond equipping your offices with state-of-the-art devices.

Ricoh Training Services on the National Master Standing Offer

As an option for Professional Services on the **NMSO # EX107-120003**, you can purchase additional training services for your users. Our dedicated Ricoh trainers will deliver training for the Contractor supplied MFP devices and associated features, with customized training to maximize the end-user's experience. The course is offered in both official languages.

User training addresses common features including an overview of all print, copy, fax and scan functions, as well as the use of any accessories. Our Change Management initiatives will also inform the users about print policies, volume reduction strategies, cost cutting and productivity enhancements.

For IT staff, the training will cover driver deployment, device configuration and set-up (network interface board), troubleshooting and Ricoh applications and utilities. Training for device control and asset management is also provided through a web device monitor.

We've budgeted up to one hour of training per MFP or print device, and the training material is available in both official languages. Detailed course outlines can be provided upon request. After the training sessions, your users will have access to:

- Online training videos for end-user self-paced training
- User manuals, online tutorials, quick reference guides and FAQs in both official languages
- Contact information for future requirements, including ordering supplies, tech support, invoicing enquiries, and email access to a training specialist to answer questions or assist with special applications

Choose from two Ricoh training options:

1. On-site instructor led training: a Ricoh instructor will deliver training either one-on-one to the user, or in a classroom setting at your facilities.
2. Ricoh instructor led e-Training: delivered to up to 25 users in an online classroom setting.

For more details, contact your **Federal Government Account Manager** at **1-800-200-5392** or **FedGov@ricoh.ca**