

Customer Story: Global airline company



Ricoh helps modernize and integrate a major airline's backoffice help desk automation and customer service systems creating better experiences

This global, Fortune 500, award-winning airline offers service to more than 100 domestic and international destinations and is known for its low fares and great service.

“Our partnership with Ricoh and their innovative solutions have empowered our team members to make the help desk experience better and faster, resulting in faster resolutions and higher satisfaction rates.”

— IT Operations Manager



Minimized downtime within a 24/7 environment



Increased resolution rate and machine uptime



Provided real-time connection between two service platforms



Enhanced employee and customer experience

Ricoh enables lift-off for a major airline's back-office help desk automation platform to streamline employee and customer experiences.



Challenge

- Disjointed, manual processes affecting user satisfaction and service levels
- Long delays to address or to fix service issues
- Lack of visibility into operations and lost information
- Limited reporting

In 2020, the airline began using Ricoh's managed services as an extension of their team. When Ricoh discovered they were struggling with a disparate manual IT ticketing system, we recommended a cohesive, cost-effective solution designed to help automate ticket review and closure and provide a full audit trail.

Solution

- Portfolio of 900 devices for U.S. and global deployments, many which are managed with Ricoh's Streamline NX
- Integration between the ServiceNow® ticketing system and Ricoh's ServiceNow system
- Devices proactively managed via the Ricoh Managed Service Support Center provides real-time information updates

Ricoh's Streamline NX software was installed to control printing outside of the ticket counters and back office. Ricoh Managed Services Support Center and ServiceNow solution were integrated to better support managing devices. The centralized model and solutions are scalable and flexible.

Results

- A seamless integration with Ricoh's eBonding Service (ServiceNow to Microsoft integration) solution created
- Increased overall optimization and standardization of parts and supply management across the enterprise
- A centralized service system and resources were established allowing Ricoh to offer end users with continuous support

The Enterprise Technology Service Desk provides this global airline customer with technical support of Ricoh's MFPs, taking the burden off their help desk allowing them to concentrate on IT support.

Explore the ways you can transform your business with ServiceNow,
[RICOH Service Advantage](#) and [RICOH Technology Services](#).