

RICOH Managed Service Desk



Unburden your IT leaders

Are the requirements of running your service desk getting in the way of what's strategically more important? Instead of shouldering the responsibility yourself, you can outsource to RICOH Managed Service Desk — a turnkey solution for onsite IT support services. We take on all aspects of staffing, retention, service delivery, reporting on objectives and serving as the face of IT. We provide services to enable worker productivity and reduce frustration — so your IT leaders can refocus their resources on strategy, innovation, customer acquisition and growth.

Level 1&2 support with a concierge feel

Because the Ricoh Managed Service Desk is an onsite service, we can use your existing technology and processes. We work to understand your company culture and get to know your people. Our trained agents can resolve matters quickly — showing empathy for the end user's problem and a commitment to respectful, friendly interactions.

Clear, visible metrics

Do you struggle with obtaining true analytics and meeting Key Performance Indicators (KPIs)? Support desk metrics are often invisible or go unnoticed because no one is closing the loop on measurements.

Ricoh has a culture of clear, concise metrics and transparent reporting, and we have the knowledge and experience to bring support desk metrics to light. With the Ricoh Managed Service Desk, you'll receive monthly reports that are standardized to KPIs — so you can set and manage expectations.

Professional and structured

Consistency and professionalism — or lack thereof — can make or break a service desk. The Ricoh Managed Service Desk formalizes service interactions with procedural know-how to deliver scalable and repeatable IT services. Our structured procedures provide consistent service to the end user while elevating the importance of analytics for measuring results. In addition, our Service Excellence Methodology provides oversight for streamlined process, better reporting and enhanced customer service levels.

A partner you trust

If you're already a Ricoh customer, the same commitment to your success and satisfaction is fully present in the Ricoh Managed Service Desk. Current customers can enjoy benefits like being able to leverage our current contract, relationships, resources and working knowledge of your organization. This helps reduce risk and provides an easier transition for end users and existing support staff. The Service Level Agreement captures

our commitment to deliver what we promise — so you can focus on your business.

Why choose the Ricoh Managed Service Desk?

- Free up IT leaders to run the business
- Provide end users with capable, friendly and efficient Level 1&2 support*
- Work with Ricoh experts onsite and utilize your existing technology
- Outsource staffing and analytics
- Work with a trusted partner and proven performer

The Ricoh Managed Service Desk is part of a growing portfolio of Enterprise Support Services — which are designed to free up customers to run their business.

**Encompasses registering / classifying received incident tickets and making an immediate effort to restore a failed IT service.*