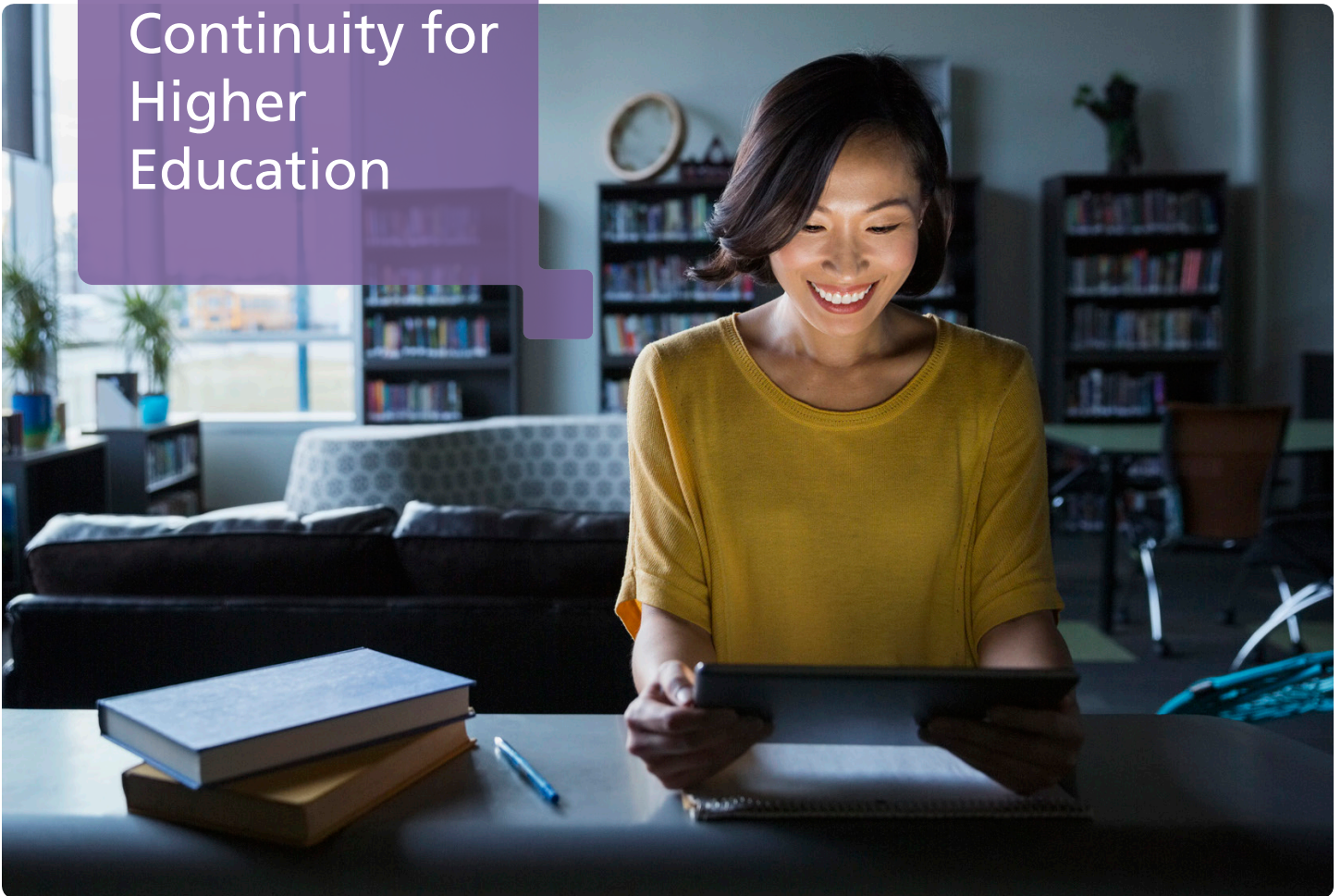


Ricoh's Print and Mail Continuity for Higher Education



**Your university depends on you to be there
in the event of a disaster.**

Disasters can happen on your campus

Natural or man-made disasters such as floods, equipment outages, software failures, labor disputes, fires, blackouts and on-campus incidents can take a major toll on your higher education institution, however, by preparing for these scenarios in advance, you have a better chance of recovering quicker. In the event that one or more of your institution's facilities are rendered unsafe or unusable, how will you send out your communications and continue operations?

At your institution, your print and mail operations need to be up and running with minimal interruption and minimal impact on your students and staff. Your essential university communications must continue without error and in a timely manner in order to ensure your institution's success. Institutions that suffer from an on-campus disaster risk losing their ability to send out critical communications such as acceptance letters, offer letters, and student tuition statements.

In order to maintain operations on your campus you need an actionable recovery plan that safeguards the integrity of your data and your ability to print, mail and email.

The right resources

When you need peace of mind and more importantly, the confidence of knowing your institution will continue to not only function but operate successfully in the event of a disaster, you need a trusted partner.

Utilizing our network of resources, a tailored disaster recovery (DR) plan is designed and implemented based on the specific operations of your institution. Together with our trusted partners, we can help you meet strict control standards. We, along with our partners, hold certifications or meet control standards, including those related to:

- SSAE 16 certification
- HIPAA
- PCI compliance
- NACHA
- FFIEC



Building your plan

We'll begin building your recovery plan by first understanding your institution's day-to-day operations. With this knowledge and information, we'll partner with an experienced team of professionals who will develop a disaster recovery and print and mail continuity plan that fits with your operational needs. Our services are delivered by a team of seasoned professionals with a proven track record and a history of working with institutions like yours.

Once your operations and communication needs are assessed, your disaster recovery plan is managed through two data, print and mail facilities in the U.S. with multiple access via wireless or landline connections. Utilizing output from your mainframe or backup archived mainframe, and via Ricoh Process Director (RPD) or other data flow, your critical documents and communications will be directed to the data center for processing, review, approval, printing, mail, email, and web output to reach your students and staff during the declaration of a DR incident.

The DR plan will include a passive or active test process with document validation for all of your document management needs. This includes data receipt, data security standards, process, print, insert, and sample validation, and delivery via mail, email, and online. This process will further allow for testing of your document modifications and configuration objects.

Summary of main security features:

- National hosting site with multiple cities for estimated 99.7% online up-time
- Confidentiality
- Virus protection, intrusion prevention, anti-spam, web filtering, firewall, and VPN technology
- Physical security features designed to your confidential data

Facility security features may include:

- Data access control
- Public access stored in an encrypted format
- Transmissions encrypted
- BCP including equipment redundancy and backup invocation
- SSAE 16 independent audited

Operation continuation

Ensure your print and mail operations at your institution continue or restart as normally as possible and your students, faculty and staff are receiving mass and critical communications as necessary or originally planned.

Internal infrastructure

Once your DR plan is put into action, the management hosting infrastructure can be switched to an internal hosting center. In the event that an IT facility causes the BCP to be invoked, all hosted clients will be officially informed (written and verbal) and given information on how they can access their hosted mirror site(s).

Equipment redundancy and backup invocation

We offer bidirectional multi-site print to mail disaster recovery options. This relationship provides print to mail and electronic services for institutions with this need. Processing, printing and sending of documents will be completed at an area distribution facility which is online with a network of nationwide facilities.

View critical documents online and give approvals

We can provide access and viewing privileges so only authorized users can view documents. Rigorous document handling procedures protect your documents from the time they leave your desktop until they are posted on the secure area of your website.

You can employ the document and online file approval process to view the documents. Only after your approval will they be completed and delivered.

Engineered as an "electronic file cabinet," our website is designed to protect your documents with the latest security technology including:

- Scanning center and communications line to hosting site
- 256-bit encryption option
- Firewall protection
- User passwords

Hot Site

As part of the service, you can receive audit reports of appropriate use and email notifications of inappropriate data use. Hot Site provides increased DR protection and an archive up-time.

Your data will be placed on Raid 5 arrays providing hot swap rebuild capabilities. In addition, backup is updated nightly and Electronic Hot Site capabilities are available in the facilities. For security purposes, servers employ industry-standard methods to monitor network traffic and to identify unauthorized attempts to upload or change information, or otherwise cause damage. If a system has been affected, a notification is sent out and it is determined whether a machine can be cleaned or needs to be replaced.



Account Services and support

Our Account Services department is available to you once your plan has been put into place. We provide immediate support for questions about data, website, or payments, and can perform research to resolve more challenging questions as they arise. Your account will be handled by your assigned account manager and trained support staff.

We also offer call center support which tracks call details including answer time, hold time and length of call as well as any issues that may deserve further attention.

Your account is assigned two customer service reps that are responsible for assuring orders or requests are processed on a timely basis, that availability information and delivery times are communicated to you and that any material issues are escalated to supervisors.



Training

Mock recovery trainings allow us to identify deficiencies and provide the opportunity to maximize your disaster recovery plan. These training drills include power outage situations that involve the usage of the backup battery packs, connection cables, and generators. We consider many possible incident types and identify the impact each may have on your institution's ability to continue to operate as normal. These trainings and testings help to ensure that each element of your plan is feasible, compatible, and effective.

Multiple locations

With multiple locations across the U.S. and the ability to leverage a variety of strategic partnerships, we offer the technology, staff and networks you need to help your institution operate at its best following an incident.

A young man with dark hair, wearing a grey sweater over a plaid shirt, is sitting at a desk in a classroom. He is looking down at an open book on his desk, holding a pen. The background is slightly blurred, showing other students and classroom furniture.

Critical areas of operation

- Estimated 99.7% uptime SLA and two hour hardware replacement with hot site option selection
- Ricoh print engines including black, color, and MICR
- Mail, email, and web delivery
- 24-hour active network availability monitoring and notification
- Multiple backbone providers
- Fire suppression via multiple sprinklers
- Redundant Liebert® ventilation and cooling units
- Redundant UPS system designed for conditioned and consistent power levels

For 80 years, Ricoh has transformed the way people work through technology. Ricoh Higher Education partners with more than 2,000 U.S. colleges and universities to transform the campus experience for students, faculty and administrators. We streamline campus mail and package workflows, reimagine onsite print services, enhance classroom technology and collaboration, simplify student records and admissions operations, and ultimately improve campus services for students. Ricoh makes information work for higher education.

RICOH
imagine. change.

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