Creating a seamless, secure work experience with managed IT services

Enable, protect, and scale your business with Ricoh IT Services

RICOH
imagine. change.

Overview

IT departments cover a lot of ground when it comes to building, maintaining, protecting, and scaling company growth in today's hybrid business environment. They are usually balancing competing priorities — managing networks, systems, and supporting staff while collaborating with business leaders to enable new capabilities that drive the business. Today's IT teams are an integral part of how organizations thrive in this new era of hybrid work.

In addition to juggling the many aspects of IT, budget and economic pressures are constantly at the forefront of leaders' minds. Based on a recent IDC study[1], IT leaders suggest the following will have the greatest impact on IT spend:

- IT cost increase stemming from inflation
- IT supply chain disruptions
- Staffing/labor shortages

While the increasing complexities and shifting workplace dynamics IT leaders face daily can be overwhelming, managing it all is essential to organizational success.

At Ricoh, our combined business operational agility and IT expertise, resources, and technology enable us to bring a strategic consultative approach that solves day-to-day and mission-critical IT services challenges for any size company — from SMB to enterprise.

Through strategic planning and implementation, we successfully work with you to unlock your trapped data and information, protect it, and use it to amplify the potential of your employees and your business.

In this guide we'll discuss:

The most common IT challenges facing businesses today

Our streamlined approach to partnership and enabling our customers to tackle their challenges

Specific options for services and solutions

Challenges — and opportunities — abound

With over 1.4 million customers, we've tackled various IT challenges from common and surprising, to wishful and remarkable — with innovative and, sometimes, unconventional solutions. From our experience working in close partnership with our customers, their most common challenges are related to: labor and staffing, economic influences, shifting workplace dynamics, an overabundance of data, and accountability. Let's explore each one in more detail.

Challenge #1:
Labor shortages and constrained internal resources

Over the past several years, the pandemic, working from home, and the quest for higher pay triggered the "Great Resignation," including early or natural retirement for many workers in IT, leaving noticeable gaps at all levels and roles. Among the top IT roles in highest demand for every region globally were IT security professionals, IT operations professionals, and IT project managers, according to an IDC report.[2]

Data shows that a staggering 50 million people quit their jobs in 2022, surpassing the 48 million workers who quit in 2021.[3] This exodus exposed the considerable need for help, especially in IT roles. Many organizations are struggling to fill the 200,000 empty seats in IT primarily because there is a shortage of people with the right skills and companies couldn't match the expectations of flexible work models. Even high-level churn for CIOs and other leadership roles left holes, forcing organizations to seek out alternative IT service resources and virtual CIOs.

200K
Empty seats for IT jobs[4]

[2] IDC, Why Is Security So Critical to the Future of Hybrid Work? Building Technical Security and Organizational Trust for 2023, January 2023.

[3] CNBC, 2022 was the 'real year of the Great Resignation,' says economist, February 2023

[4] Computerworld, The Great Resignation: Where did the millions who quit their jobs go?, January 2023

Challenge #2:
Planning and adapting to economic change

Historically, there are always economic fluctuations, natural disasters, wars, diseases, bad actors (aka scammers and hackers), and other unforeseen events. Utilizing different types of technology and creating the right environment can assist businesses by future-proofing valuable assets, including people, data, and processes.

From an IT perspective, all sources point to moving to a cloud or hybrid cloud environment. Using intelligent business platforms with automation and AI technology will bring speed, consistency, and reliability. Gartner, Inc. forecasts that "Worldwide end-user spending on public cloud services is forecast to grow 20.7% to total $591.8 billion in 2023, up from $490.3 billion in 2022."[5] Cloud infrastructure can be the gateway to modernization, flexibility, and scalability, paving the path to use intelligent business platforms with automation and AI technology. One Ricoh customer, a large commercial greenhouse, reported that modernizing their cloud infrastructure enabled them to get the information they needed in seconds, which was a 97% time-savings.[6]

97%
In search time for data with new cloud infrastructure

[5] Gartner, Gartner Forecasts Worldwide Public Cloud End-User Spending to Reach Nearly $600 Billion in 2023, October 2022

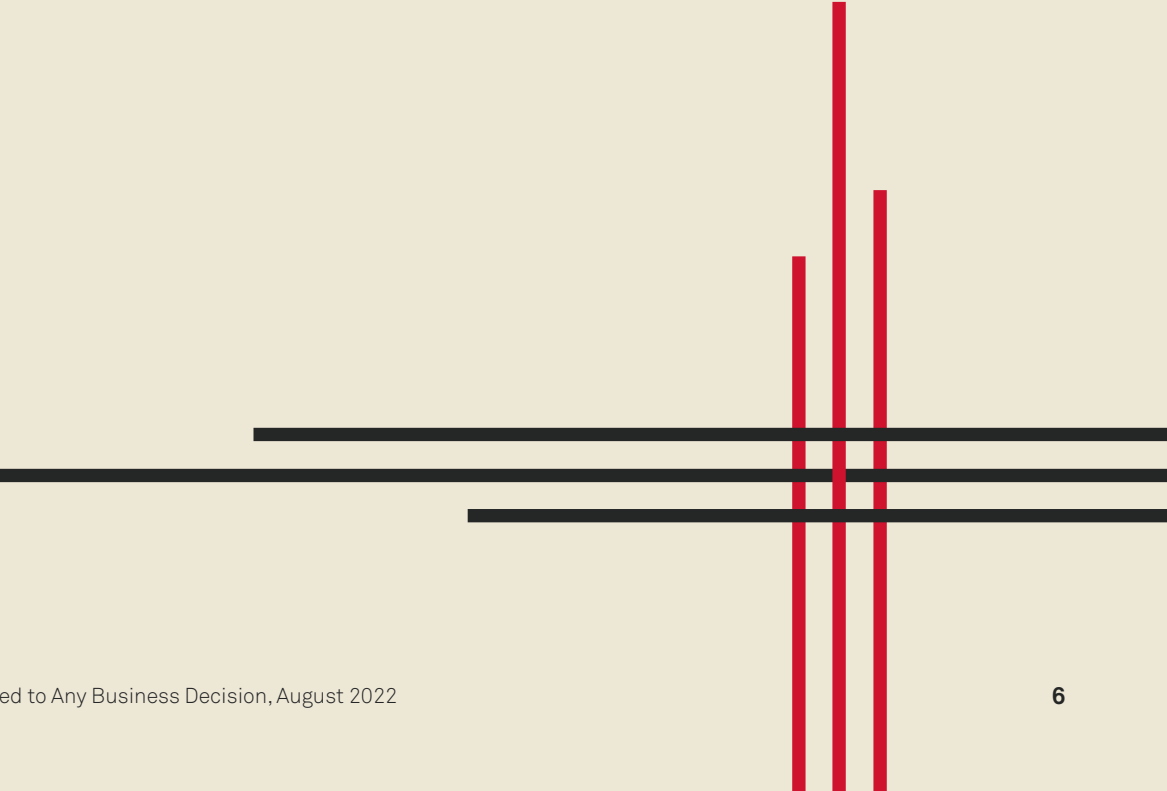[6] Ricoh, Battlefields Farms Case Study, February 2023

Automating processes and the use of AI, especially in back-office tasks, can alleviate burdensome work, streamline workflow, and lighten the load of labor shortages. Many companies — and accompanying AI-based technology — are still at a stage where automation is augmenting employees' jobs, not completely replacing them. However, when faced with human labor woes, automation applications can pick up the slack or, alternatively, offer a competitive advantage to quickly scale for accelerated growth. It's a win-win.

There's really no dispute that intelligent automation is beneficial and here to stay. A recent Gartner survey of executives found that 80% think that automation can be applied to any business decision.[7] With so much uncertainty in the world today, automation will help business continuity and it must be a top priority.

Continuous modernization in IT is the crux of determining growth or stagnation. Organizations must invest internally or outsource services — or risk failure at a foundational level. Legacy systems must be replaced. Streamlining processes is key. Moving to the cloud or hybrid cloud should be a consideration with its proven ability to be more agile, scalable, and connected.

Customers report that cloud infrastructure, IT services, and process automation bring efficiency gains, productivity, time savings, and cost savings.

**Take a peek at our
IT Services case studies**

Challenge #3:
Shifting workplace dynamics make room for security threats

Hybrid and remote working environments have changed how organizations operate from an IT perspective. In addition to talent shortage issues for many companies, change in the workspace has compounded security issues. With more remote and hybrid workers, IT often struggles with enhancing security, which is necessary for increased online collaboration and access, which is needed to achieve data velocity, efficiency, and productivity. In one IDC report on security, 40% of IT leaders responded that a consequence of labor shortages was increased security risk.[8]

The ability to work from anywhere — securely — is critical. Empowering employees to make smart, secure decisions from remote locations requires IT training and a culture that promotes and prioritizes security to mitigate risk and thrive. Wherever employees are working from, it can be a seamless and secure experience. Learn more about digital workplace solutions.
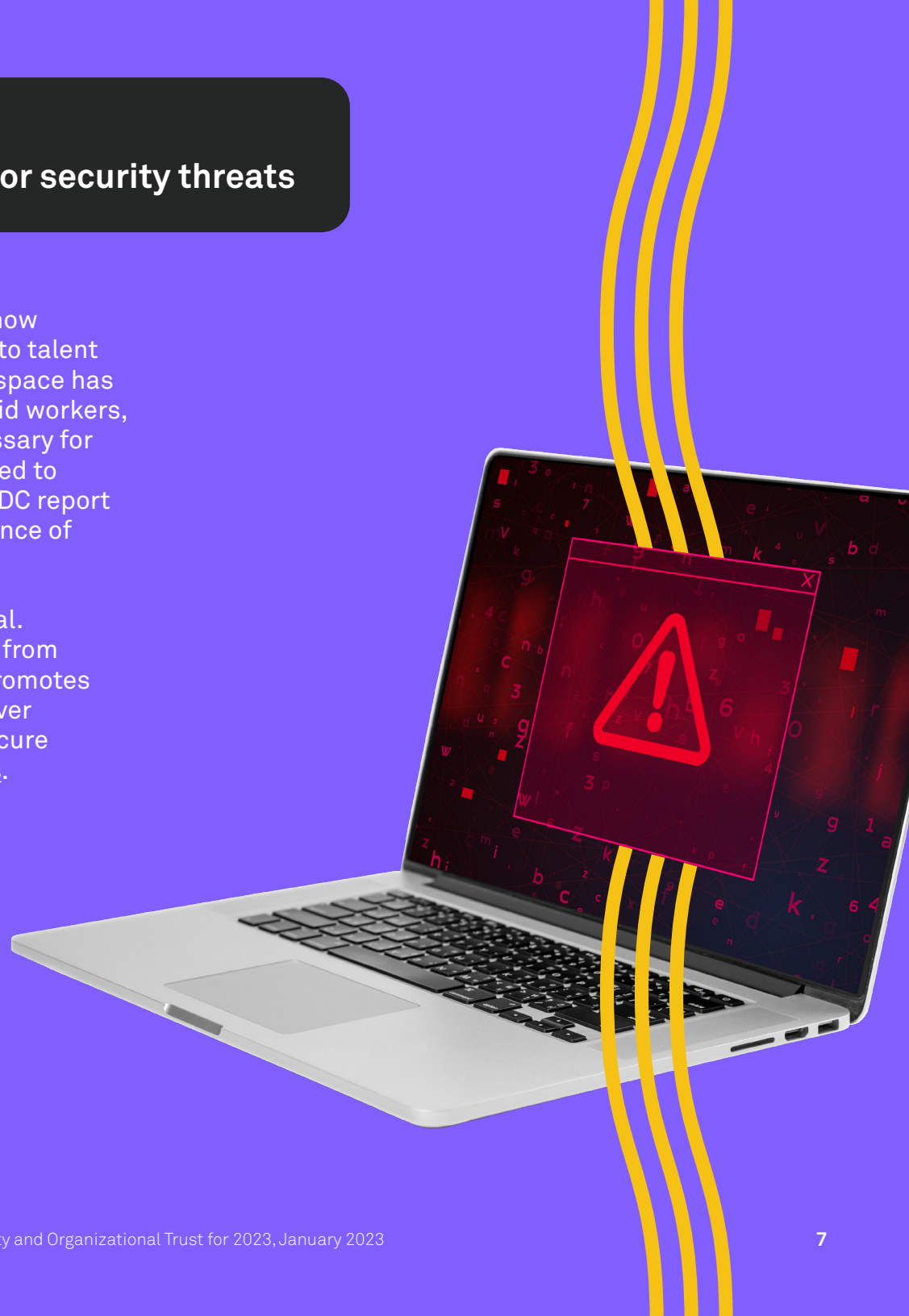
With the increased reliance on technology, the seismic and astonishing number of cybersecurity threats are getting more sophisticated. One source reported that every 11 seconds, ransomware attacks hit organizations somewhere in the world. Credential phishing and social engineering have skyrocketed, showing a 150% year-over-year increase[10] in business email compromise attacks with almost 70% of emails[11] containing a credential phishing link. Advanced authentication, encryption, endpoint management, zero-trust, and overall device and network protection are weighing heavily on IT and operational leaders.

Other causes of risk and security breaches stem from the pandemic when companies were trying to respond quickly to hybrid and remote work. The result was oftentimes a distributed network that was built quickly and haphazardly, exposing businesses to potential security risks. Similarly, keeping up with regulatory and compliance mandates may have been pushed down the priority list, posing threats to company data. These types of scenarios lack a streamlined, comprehensive approach that should be reassessed.

How do you keep up? How much security is enough? Can you maintain business continuity? IT Services can help fill these gaps and boost accountability.

11
Ransomware attacks every 11 seconds[9]

[9] Security Boulevard, The Most Pressing Cybersecurity Challenges of 2023, February 2023

[10] Abnormal Security, H2 2022: Threat Actors Impersonate 265 Brands in Credential Phishing Attacks, 2022

[11] Venture Beat, 5 key cybersecurity trends for 2023, February 2023

Challenge #4:
### Unfathomable amounts of data

Statistics show there are 5.16 billion internet users globally, representing about 64% of the population, who are creating massive amounts of data daily.[12] To put it in perspective, reports show that in 2023, 3.5 quintillion bytes of data are created every day and 333.2 billion emails are sent per day.[13] To say the least, there's a lot of data.

For IT, this brings up many considerations: space, storage, security, environment, applications to manage the data, compliance, training, and much more. Most of this data — 90% — is unstructured, and therefore, making it difficult to search, utilize, and gain insights. Many organizations do not understand the sheer amount of data they have, where it lives, what it is, and how they can use their data to make better and faster decisions.

Intelligent business platforms and automation tools are becoming a necessity for solving the data crisis. And, of course, this goes hand-in-hand with the many considerations listed above. Creating a foundation for the infrastructure and mapping out a strategic, data-driven, IT roadmap takes careful forethought and a team to execute.

90%+
Of data is unstructured[14]
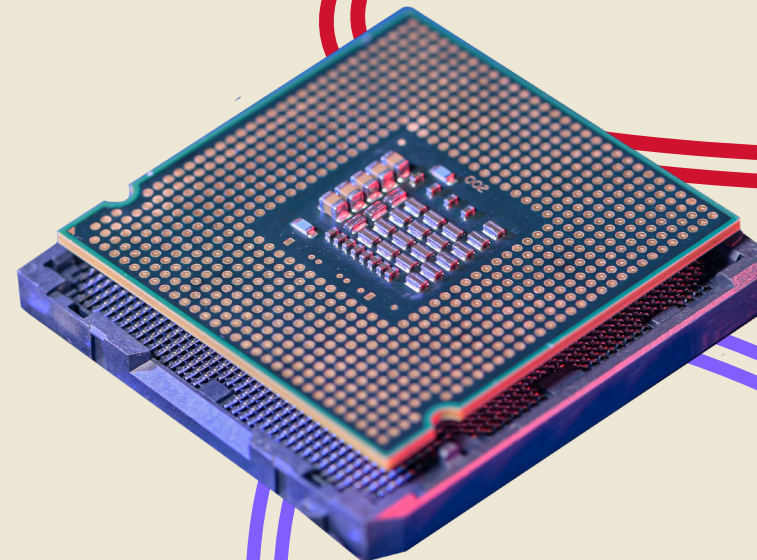
[12] Statista, Worldwide digital population 2023, February 2023

[13] Earthweb, How much data is created every day in 2023?, February 2023

[14] Dell Technologies, High Data Growth and Modern Applications Drive New Storage Requirements in Digitally Transformed Enterprises, July 2022

Challenge #5:
Don't let accountability be a growth crusher

One of the predominant problems with IT outsourcing is accountability. Many SMBs and enterprises outsource to several vendors for managed services, solutions, hosting, and other areas. When things go astray, data is at risk, or projects are mishandled, it is hard to determine who is accountable. This has an impact on productivity, customer service, customer experience, and trust. All of which can jeopardize revenue. Outsourcing to one strategic partner with experience and expertise across all areas ensures alignment and accountability.

Ricoh's broad portfolio of solutions across all business areas enables seamless integration and management of everything from laptops, printers, and firewalls to document scan and capture, giving IT full visibility across the network and, more importantly, the ability to enable critical business goals and interoperability.

Customers tell us they want an IT partner that learns and assesses their business, brings in new ideas and innovative solutions, offers 24/7 support, and has a wide range of skill sets and certifications. Being and staying competitive is difficult to achieve and necessary for survival in today's hybrid work environment. Trust is a key component when it comes to data, privacy, and security — and we work hard to continuously earn and prove it. All of this is possible when you choose the right partner.

If these challenges sound familiar, it's time to re-evaluate your modernization strategy.

Ready for a change? Ricoh IT Services has a proven methodology

Customer success is at the foundation of everything we do. At Ricoh, our core values and relentless belief in customer success are intimately ingrained into our culture, in the work we do each day, and in every interaction.

Does walking down a red carpet with white-gloved service exist for IT professionals? You bet. We think IT departments deserve to feel this experience. Even in the most challenging times, IT Services can be a lifeboat, an extension of your existing team, or simply a helping hand — it's up to you.

As a single, end-to-end IT Services strategy and implementation partner, Ricoh gives you the upper hand in tackling your toughest challenges. This way, you're able to focus on what matters to your own customers, not the nitty-gritty, behind-the-scenes work that bogs you down. Our strength in resources, employees, and experience combined with our seamless, predictive, and proactive approach, will be beneficial and tailored to your business.

"The quality of Ricoh's customer support team is great, and the day-to-day relationship is fantastic. If there is an IT issue, just knowing I'm not stuck on my own is a relief – Ricoh has a wide net of experts. For anything IT, I know that I can call on them."

— Director of IT, Global Media Company

Here's how our engagements work

- ✓ We use a comprehensive consultative approach, based on mutual respect and partnership.

- ✓ We meet. We listen. We ask questions.

- ✓ Our IT solution experts assess and provide recommendations, including analyzing the market and trends.

- ✓ Together, we create a customized plan that fits into your budget, existing resources, and requirements.

- ✓ This plan is outcome-focused, human-centric, data-driven, and evaluated on a continual basis.

Here are some of the reasons to partner with Ricoh for IT Services

Work with an invested partner as an extension of your team, not a vendor.

Our proven, deeply consultative methodology focuses on outcomes to ensure your investment is on target and on budget.

Tap into over 5,400 reliable, experienced, and trained managed services team members at your fingertips — including many with select certifications.

Reduce operational and capital expenses while optimizing cloud services and unused resources.

Receive vetted recommendations for intelligent business processing platforms, devices, applications, cybersecurity, web, servers, networking, and more.
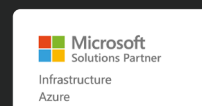
Get faster response times and scale services as conditions change.

Increase compliance with proactive monitoring for regulatory, client, and partner requirements.

We pair our proactive, strategic understanding and outlook with a distributed workforce capable of being anywhere and everywhere at a moment's notice, along with a robust infrastructure and a large product catalog. We have many strategic technology partnerships and alliances with leading solutions, such as Microsoft, Amazon, Google, IBM, BullWall, SentinelOne, Nintex, Kofax, VMWare, and many others.

vmware CLOUD VERIFIED

Microsoft Solutions Partner Modern Work

Microsoft Solutions Partner Infrastructure Azure

"If you're looking for a specialized module for some functionality that you've been missing, I'd recommend enlisting the expertise of Ricoh."

— Scott Grissom,
Chief Technology Officer,
Ferrari North America

Ricoh is SOC 2 certified

SOC 2 is a rigorous, compliance certification process, which stands for System and Organization Controls, created by the American Institute of Certified Public Accountants (AICPA). Having this certification ensures that a company's customer data is protected from unauthorized access and cyberthreats. This is an important certification for relevant government and industry regulations regarding loss of unprotected data, in regards to HIPAA , GLBA, PCI DSS, FINRA, and PIPEDA.

SOC 2 Type II
AUDITED

"There's been great synergy between products and all the projects we've worked on together. Ricoh's IT Services has made a huge impact on our business, driving efficiency, security, and insights."

— Bob Haynes, IT Manager, Battlefield Farms

Consultancy

Cybersecurity

Business Process Management

Security

Innovation

Sustainability

Managed Services

Digital Experience

CUSTOMER

Graphic Communications

Service Advantage

Employee & Customer Engagement

Cloud & Infrastructure

Digital Workspace

Integration

Solution focus areas

We bring services, technology, and people together to solve challenges. We consult with our clients on their business challenges and then determine the right combination of tools, technology, and services to unlock the power of information — whether it falls under IT Services, cybersecurity, business process management, cloud and infrastructure, digital workspace, digital experience, or graphic communications. We do it all.

IT Services solutions

Augmenting your IT team can save time, money, and effort. Here are some of the most common managed services we offer:

- Network, server, and data center management
- Cloud migration and management
- Mobile device management
- Business continuity and disaster recovery
- Managed email and web filtering
- Cybersecurity user training
- Authentication security
- Managed threat prevention and response
- Customized application development
- IT Service Desk

Don't see what you're looking for? This is just the tip of the iceberg. Just ask about our comprehensive services and solutions.

Next Steps

If you're looking to create a seamless, secure work experience with managed IT services, we'd like to hear from you. From a single project to enterprise-level managed IT Services, and anywhere in between, we'll put our best foot forward to drive success.

3 easy steps:

1. Talk to an expert: 1-800-637-4264 or contact us <u>here</u>
2. Assessment and proposal
3. Kick off your IT Services strategy and start seeing results!

With Ricoh IT Services, it is not an "all or nothing" approach. We are accustomed to understanding and evaluating your business challenges and sequentially developing a strategic plan forward together. As new innovations and developments emerge, we continue to evolve and grow with you as a strategic partner.

About Ricoh

At Ricoh, we're empowering our customers to respond to our changing world with actionable insights. We believe having access to the right information translates to better business agility, more human experiences, and the ability to thrive in today's age of hybrid and borderless work. Through our people, experience, and solutions, we create a competitive advantage every day for over 1.4 million businesses around the globe. To us, there's no such thing as too much information.

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