

# EMPOWERING YOUR REMOTE WORKING



End-to-End Data and  
Network Security



Multi-Cloud  
Management



Managed  
Mobility



Collaboration and  
Communication

# Introduction — Empowering Your Remote Working



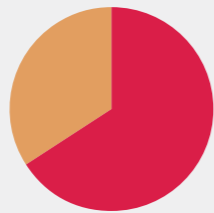
## The Shift

The ways in which we work have changed drastically in recent years. Business disruptions, shifting marketplaces, change of workstyles and other unexpected situations have created a need for remote and flexible ways of working.

## Challenges of Working from Home

Lack of Office Hardware

66%



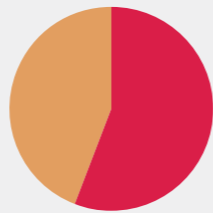
Lack of Office Software

60%



Can't Communicate Timely with Colleagues

56%



Source: Survey findings on working from home under COVID19 by Lingnan University

With so many companies re-evaluating remote work, successful business cases are the one who know what to prioritize. And most of them will likely adopt a flexible working policy with hybrid office that enables employees to work anywhere they want.

Ricoh's end-to-end remote working solutions help businesses of any sizes to connect their workforce by enabling teams to work remotely and keep business running as usual, even at times of disruptions.

The four key attributes that can help you to quickly transform your remote workforce digitally are:



### End-to-End Data and Network Security

Ricoh Network Operations Centre provides 24x7 remote management of your infrastructure and network and prevents it from risk of cyberattacks



### Multi-Cloud Management

Managed Cloud Service creates a unified cloud platform for management of your public, private or hybrid cloud

## Remote Workforce



### Managed Mobility

Desktop as a Service with secure VPN to access company-wide information from anywhere



### Collaboration and Communication

Video conferencing tools facilitate flexible collaborations between employees, customers and partners



## End-to-End Data and Network Security






The rise of Work from home (WFH) poses new cybersecurity challenges for IT teams. In order to facilitate secure remote work, many businesses need to ramp up their security efforts at the device level. This means using the latest technology or service to help monitor devices, updating Business Continuity (BC) / Disaster Recovery (DR) plans, and preparing end-users for unexpected changes to their work environment.


Ricoh Network Operations Centre aims to provide remote and continuous support to customers by building and operating a secure cloud computing, monitoring and control center for Smart Workplace. It provides end-to-end security management to businesses of all sizes, including Security Workshops, Design & Construction Validation, and Assessment & Analysis of Current Threats & Vulnerabilities. By making this available to customers, security standards can be continuously upheld and updated, and they will be provided with full support in the form of optimized security countermeasures in the face of ever-evolving cyberattacks.


## Ricoh Network Operations Centre


The Network Operations Centre is for the provision of 24x7 infrastructure management and centralized IT operations

 <b>Operations</b>	24x7 Remote Infrastructure Monitoring & Management	Applications & DB Monitoring	Resources Monitoring
 <b>Security</b>	Update & Patching	24x7 System Security Monitoring	24x7 Major Incident Response
 <b>Service Management</b>	Service Desk L0/1/2/3	Multi-Cloud Service Management	Reporting


## Tiered Support: Help Desk & Incident Management Tiers

-  **Self-Help**

Self-Service Portal
-  **IT Help Desk**
  - Help Desk Manager or Leader
  - Team Leader (or Supervisor)
  - Help Desk Agents (HDAs)
    - HDAs
    - Senior HDAs
  - Deskside Support staff (there might be a separate Deskside Support team)

Note: Deskside Support and Senior SDAs might be considered Level 2, handling more complex (or remote) issues and request.
-  **Other IT Teams**

**The handling of more complex issues and requests often in addition to their routine work**

  - Network
  - Server
  - Storage
  - Applications (there might be a separate Application Support team and desk)
  - Cloud Services
-  **External Suppliers**

**Escalating to third-party service desks**

  - Hardware
  - Software
  - Services



## The Key Benefits of Managed Cloud Services:

**Complied with Business Continuity Planning** — Your server, applications, and server hardware (which you subscribe as part of your cloud hosting agreement), are in one location, and with redundancy to ensure uptime.

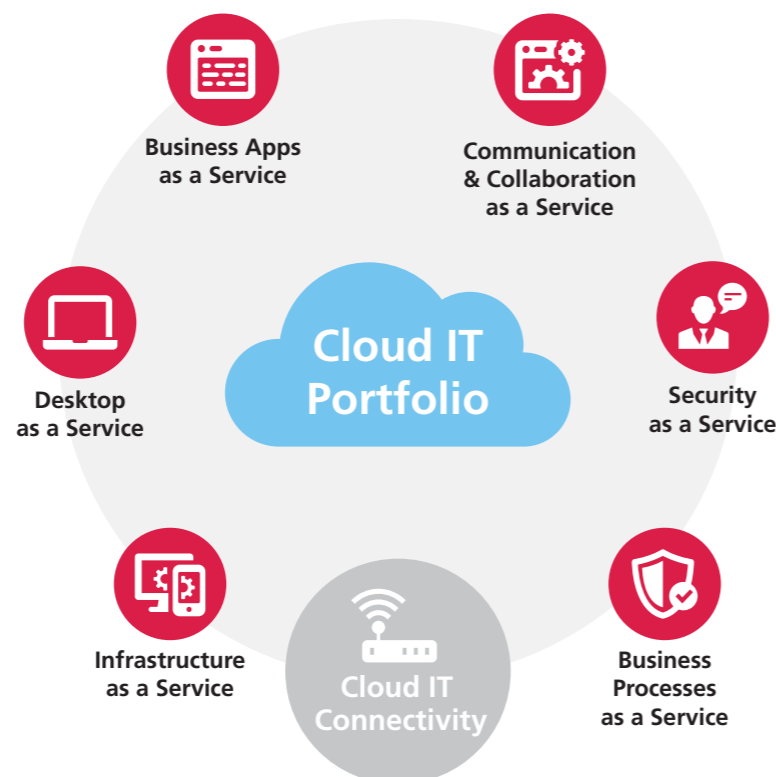
**Enhanced Scalability** — One of the challenges for onsite servers is managing the hardware. If you need more memory or hard drive space, you need to purchase and install it. With a managed cloud service, you adjust the contract and they reconfigure the newly added space.

**Budget friendly** — Eliminating heavy overhead and depreciation tied to physical hardware. Instead, the entire operation becomes an operating expense. Plus, all of the services are bundled into a single price with preset fees defined for any services needed to expand the infrastructure to meet increased data, user, or application needs.

## Managed Cloud Services

Business support for remote work is on the rise, and cloud technology is helping to make it a viable long-term option for organizations. A cloud management platform can help IT teams leverage their cloud resources and ensure greater security and compliance across functions.

Ricoh's managed cloud services provide IT management of your hosted cloud platforms and applications, allowing you to decide how much your team do and how much you outsource. If you do not have an IT team, you can outsource all the work. If you have a small IT team, you can outsource the time-consuming manual tasks, freeing time for more strategic activity. Even enterprises can benefit by adding expertise without expanding their payroll expenses.



## Use Case – Managed Cloud Services

### Customer: A Leading Bank in Hong Kong



#### Challenges:

The financial world is moving at rapid pace than ever to exceed customer expectations and market capabilities. Bank needs to acquire new technology - managed private cloud service to enhance customer experiences, drive effective collaboration, and stay on top of the market. They need a platform to optimize the bank operations while delivering the innovative services to the customer.

- Business agility in respond to the fast-pace market
- Limited manpower and capacity

#### Solutions:

- Ricoh Cloud Services + Managed Services
- Monthly IT Review Meeting & Report
- System Performance Review
- Problem Log / Event Log
- Infra Utilization / Capacity Report
- Network Security Report

#### Benefits

- Compliant with Banking Regulations
- Reduced Infrastructure Costs
- Enhanced Data Security with VDI
- Business Continuity with Increased Reliability and Performance
- Agile Time to Market



## Managed Mobility

If you are looking to implement a company-wide secure solution for remote work that is not overly expensive, difficult to manage or maintain, and simple for end users, Desktop as a Service (DaaS) is the right fit.

Ricoh's Desktop as a Service (DaaS) allows your employees to securely connect to your corporate network from their own devices.

DaaS is a cloud-based solution that delivers a complete desktop environment, with email and other business critical applications, directly to your team, wherever they are. It's a ready-made solution to the problem that many businesses are now facing, removing the headaches usually associated with managing an entire IT infrastructure, by placing the responsibility in the hands of a third-party provider.

## The Key Benefits of DaaS



**Improved Accessibility –** employees can access their desktops over the internet via any devices

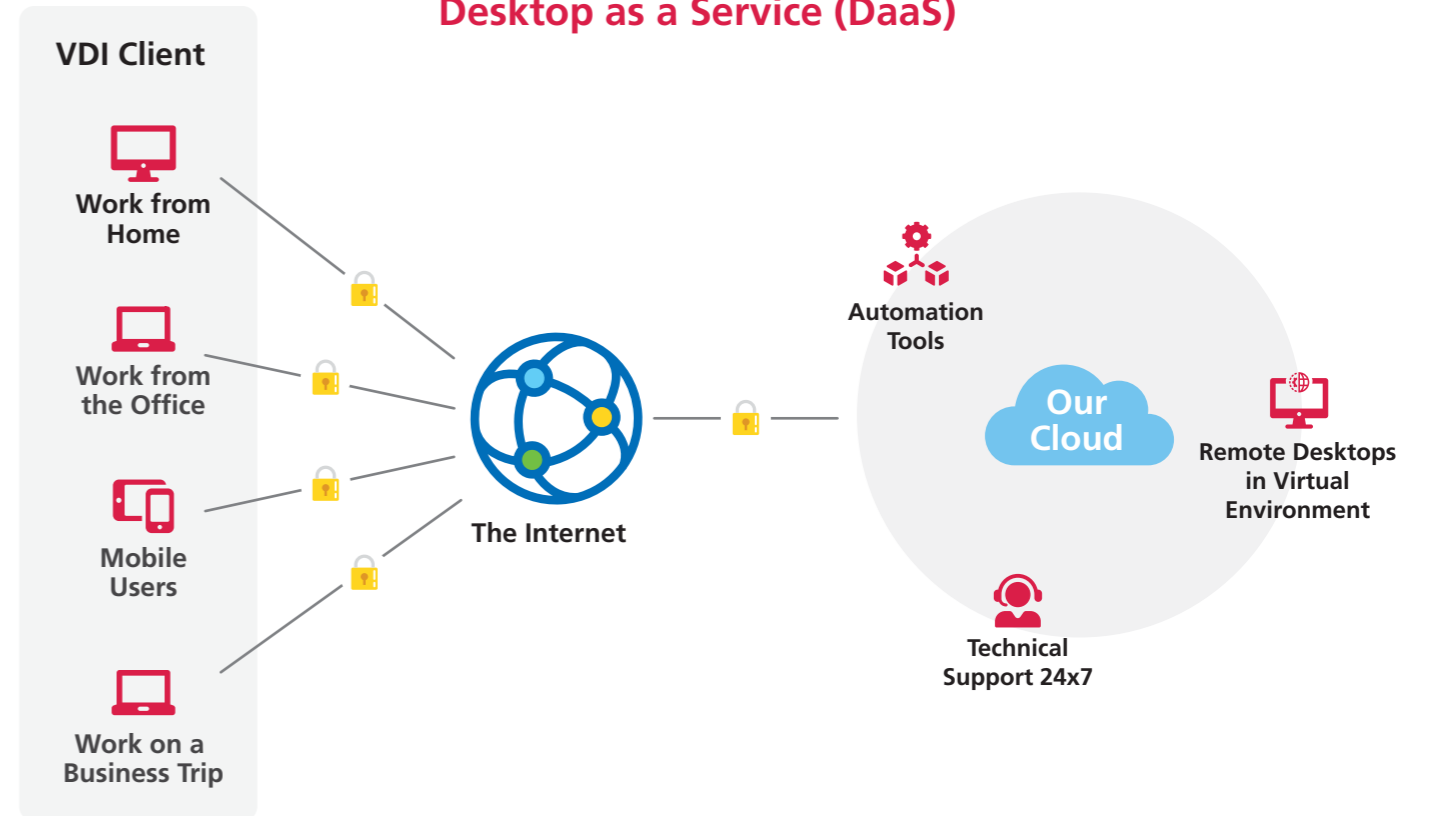


**Increased Productivity –** work can be performed anywhere for improved uptime



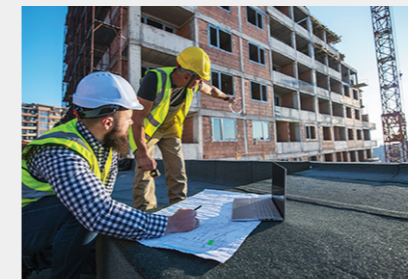
**Enhanced Security -** data is no longer vulnerable on a local device but held – and regularly backed up – in a secure hosted environment

## Desktop as a Service (DaaS)



## Use Case – Virtual Desktop Infrastructure (VDI)

### Customer: A Leading Construction Company in Hong Kong



#### Challenges:

- High Hardware Failure Rate: Decentralized deployment and configuration of each PC led to high failure rate of the entire desktop system
- Heavy Maintenance and Workload: The use of traditional PCs involved tedious terminal management work, which caused high stress to IT staff
- Risk of Data Loss & Security Threat: Difficult to monitor usage among different users (e.g. USB flash drive)
- Compliance of Code of Practice for Project Management: Customers needed to create a simple and safe system to manage all data and align the construction project development procedures.

#### Solutions:

- VDI Servers for 15 Staff
- Starting form 5 Applications
- Implementation and Warranty Service

#### Benefits

- Ease of Access to Data and Applications
- Support Remote Working with Any Devices Anytime Anywhere
- Improved Security with Multiple Authentication
- Meet Compliance and Regulatory Standards



## Ricoh Collaboration Solutions for Flexible Working

By evaluating the size of your company and the ways your employees interact, Ricoh offers various collaboration tools to meet with the needs of large, small meeting and remote working.



## Collaboration and Communication

### Work Anywhere with Video Collaboration Service

Video collaboration technologies and an intelligent workplace are the perfect formula to provide continuity to your company. It provides seamless access to meeting and contact with teams regardless of where your employees are.

Ricoh's Video Collaboration service enables you to create your own videoconference in moments from almost any devices, on any networks, from any locations. It supports Office 365 so your meetings can be initiated directly from your Outlook Calendar. Even a stringent budget can be met as expensive infrastructure and dedicated software can be eliminated in the first place.

#### Key Benefits:



**Subscription-based to reduce investment costs**



**Pair with any standard-based videoconferencing system**



**Minimize IT resource involvement**

### Use Case – Video Collaboration Solution

#### Customer: A Leading Facility Services Company in Hong Kong



#### Challenges:

- Customer is looking for a video conferencing solution to support employee collaboration regardless where they work
- Existing office solution can only support communications within meeting rooms

#### Solutions:

- Interactive whiteboard solution integrated with video conferencing tool that allows users to connect remotely anytime anywhere with different devices
- The solution can accommodate up to 100 participants for real-time communication and collaboration

#### Benefits

- Transportation cost and traveling time among employees and end-customers is significantly saved and reduced
- Collaboration and communication among different parties from anywhere can be supported in real-time and recorded for internal reference

**Contact us for Empowering your remote working**

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