User & System Support

RICOH
imagine. change.

ON-DEMAND I.T. THAT ENABLES YOUR BUSINESS.

With Ricoh's IT Support Services, get end-to-end operational support aligned to your business needs. You can choose to fully outsource your IT department or augment the one you have.

Get tangible business value from our IT Support Services:
• Lower your operational costs and get more financial control with predictable spending
• Less unplanned downtime with proactive issue resolution
• Enhanced security and reduced risk with regular hardware and software updates
• Scale your services as needed based on growth, goals or strategy
• Augment your existing IT team when needed

USER AND SYSTEM SUPPORT

• **24/7 SERVICE DESK**
  Anytime support that's just a phone call away.
• **ONSITE SUPPORT TAILORED TO YOUR NEEDS**
  Local technicians ready to be where you need them, when you need them.
• **DESKTOP AND APPLICATION SUPPORT**
  We'll keep your systems available & people working.
• **ON-GOING MAINTENANCE**
  Monitoring and maintenance of critical systems for security & peace of mind

• **INFRASTRUCTURE MAINTENANCE**
  Software and hardware updates,and optimization of key components for your IT environment.
• **SERVER ADMINISTRATION**
  Proactive maintenance & management of server functions such as disk space and backups.
NETWORK MONITORING & ISSUE RESOLUTION
  Monitoring & issue resolution for a number of key network devices.
ON-DEMAND SUPPORT
  Access to onsite technicians and a 24/7 service desk.

From troubleshooting unexpected issues to supporting your long-term vision and growth, we're always a step ahead of your needs. No excuses. No problem. We're ON IT.

Ricoh IT Services specializes in the design, implementation, security and support of infrastructure, cloud, and networking systems. We are focused on empowering the growth of your business

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ricoh.ca/itservices