An executive help desk experience

Ricoh ADVANTAGE gives you more than just professional IT support: it provides you and one other member of your household with technical support as well. An elevated experience, Ricoh ADVANTAGE offers the highest level of both personal and professional IT support with priority access to a 24-hour help line no matter where you are. With a single point of contact, ADVANTAGE makes it simple and hassle-free to get timely resolutions for all your technical issues.

WHAT’S INCLUDED

Dedicated, expert support
Support provided by a team of experienced IT professionals dedicated to the Ricoh ADVANTAGE program.

Anywhere, anytime access
A full-service, single point of contact that’s available to you 24/7/365 – whether you’re at work, home or on vacation.

Priority response
Your calls are prioritized and placed to the front of the queue to ensure you receive immediate assistance.

Personal device coverage
We’ll do a full mapping of all personal and business devices to ensure support includes peripherals like printers and other devices*.

Ricoh ADVANTAGE will provide support for up to two:
- PC/Laptops
- Mobile devices
- Tablets
- Printers

Add-ons include onsite technician & full monitoring or management services for an additional fee.

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.

ricoh.ca/itservices