Enabling individuals to work smarter. Ricoh transforms the way people work with breakthrough technologies that help businesses innovate and grow.
LOCAL PRESENCE. GLOBAL REACH.

Our people Coast to Coast

200+ Countries Served
2250+ Employees in Canada
640+ Managed Services Professionals
240+ Service Consultants
480+ Technical/Professional Services
160+ IT Services employees
IT AND MODERN BUSINESS

Technology has become a strategic contributor to every function of a business—from finance to operations, sales or marketing—it’s transformed the way work gets done.

To further enhance today’s business, it’s time for technology to play a fundamentally different role—as a partner in the business, working in concert with other stakeholders to achieve strategic goals and direction.

This expanding role of IT comes with increased risk, complexity and management requiring more sophisticated support than ever before.
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.

Turning data into insights. Turning technology into innovation. Turning vision into reality. This is Insightful IT.

- Proven Innovation
- Proactive Expertise
- Global Experience. Local Insights.
- Rightsized Solutions
- Customer First Approach
INSIGHTFUL IT.

In business today, it’s no longer about keeping up, it’s about staying ahead. Ricoh IT Services is your partner in anticipating and understanding the needs of your customer, and delivering IT solutions focused on empowering the growth of your business.

Turning data into insights. Turning technology into innovation. Turning vision into reality. This is Insightful IT.

Spend Less Time Managing IT
Stay focused on your business by letting us handle the IT.

Reduce Risk
Protect every part of your business from today’s growing number of risks.
Optimize Your Spend
Get the most business value out of your IT budget.

Always Be On
Never miss a beat serving your clients. With Ricoh, your technology and business systems will always be available.

Be More Agile
Build an IT environment that can adapt easily to your business needs.

Make Your People Happy
Build a happy workforce with technology solutions and support that make it easy for your team to get work done.
YOUR BUSINESS GOALS

Plan & Manage
Start with business goals then establish a budget and build the plan. We’ll coordinate efforts, measure results and communicate to stakeholders as the project progresses.

Build & Service
Create the foundation for a technology environment that enhances your business with comprehensive security, unlimited scalability and agility.

Support & Enable
Remote and onsite technical support that quickly and effectively resolves IT issues, performs proactive systems maintenance, monitors critical systems and responds to emergency requests.
Cloud Solutions & Services
- Requirement assessment
- Cloud-type recommendation (Public, Private or Hybrid)
- Migration Strategy
- Planning & Integration Services
- Cloud Management Services
- Cloud Storage
- Cloud Backup
- Cloud Telephony

IT Procurement & Project Management
- Automated Renewals
- Co-termination and Consolidation
- Hardware & Software procurement services
- Managed software licensing
- Hardware warranty management
- Ongoing software license audits
- IT Project Management
- IT Operations Management

IT Support Services
- 24/7/365 service desk and IT support
- Multi-lingual support in English, French, Spanish & Portuguese
- Desktop, laptop, network and application support
- Remote and Onsite User Support
- Remote and Onsite Systems Monitoring & Management
- Maintenance and Support
- Staff Augmentation

Network Services
- Network & Bandwidth Assessment
- LAN, WAN, Wireless
- Switching & routing
- SD-WAN
- Remote access & authentication
- Unified communications
- BYOD & Mobile Device Management (MDM)

IT Planning & Roadmaps
- Strategic Technology Planning
- Virtual CIO
- Business Analysis
- Develop business strategy
- Prioritized technology implementation plan

IT Infrastructure Design & Services
- Infrastructure Design, Deployment, and Management
- Backup & Recovery
- Server & Desktop Virtualization
- Application Virtualization
- Email Services (Exchange, Office 365)
- Storage & Data Management
- Datacenter Transformation

Security Consulting
- Vulnerability Assessment
- Penetration Testing
- Web Application Testing
- Social Engineering Testing

IT Security Services
- Firewall as a Service
- Backup as a Service
- Endpoint Protection as a Service
- Email Security as a Service
- Network Security as a Service

Technology Assessments
- Technology Infrastructure Assessment
- Security Infrastructure Assessments
- Cloud Readiness Assessment

Your business goals, our solutions
Strategy | Consulting Services

A TECHNOLOGY PLAN THAT STARTS AND ENDS WITH YOUR BUSINESS

SERVICES OVERVIEW
Technology supports every aspect of your business, so you need to be strategic with your IT resources. Our team of virtual CIOs and Consultants can create a customized plan that prioritizes business goals with technology alignment. Our virtual CIO (vCIO) strategic consulting services adds value to your business.

We oversee the people, processes, and technologies within an organization’s technology group to ensure they deliver outcomes that support the goals of your business.

As digital becomes a core competency, the vCIO plays a key leadership role in the strategic, technical, and management initiatives that mitigate threats, while driving growth and transformation.

Ricoh’s vCIO services can be delivered through part time and full time engagements, tailored to your needs and demands to augment your current leadership team. Our vCIO will aid in building your strategic plan, aligning your teams for shared efforts, and driving the initiatives and efforts to achieve desired business results.

ON-TIME AND ON BUDGET
A statement of detailed project scope, budget and timeline are provided before project work begins.

EXPERIENCED PROFESSIONALS
Our experts are experienced and certified on industry leading platforms.

FLEXIBLE SOLUTION DESIGNS
Our team will design custom solutions to deliver what your business needs.

DEDICATED DEPLOYMENT TEAM
Staffed by a full-time dedicated team that includes a mix of enterprise architects and project managers.

OUR PROCESS (6-SIGMA LEAN DMAIC)
The process starts with the pre-sales team performing an assessment. During that time, we investigate, identify the problem and design a document addressing the current state of the environment. The information gathered from the assessment determines which services need to be provided by our solution architects and enterprise architects. The solution is then engineered and implemented to match the set-out requirements.

1. Define: Project Goals, Scope, Resources, Constraints, Etc
2. Measure: Capture Current State With An Assessment
3. Analyze: Identify Optimal Solution
4. Implement: Implement Solution And Test For Completion
5. Control: Document Lessons Learned

OUR CERTIFICATIONS
We have over 100 certifications and partnerships with some of the biggest names in the IT industry. Our certifications validate our ability to leverage industry knowledge, skills and experience to provide optimal solutions for your organization. Whether you’re looking to migrate to the cloud, complete multi-site rollouts, design complex networks, or implement a branch office, we have certified experts who can help you.
MICROSOFT 365

CHANGE HOW YOU WORK
Microsoft 365 is a cloud-based solution and the world’s leading productivity platform. Your workforce can access the necessary tools and information whenever and wherever they want. Shared calendars, instant messaging and web conferencing lets your team work together in real time, securely.

Office 365 will help you:
• Avoid large up-front costs for new software: 365 is a monthly subscription service
• Cut hardware and energy costs: 365 is a cloud-based solution, no hardware required
• Scale your business quickly: Adding a new user is as simple as buying an additional license
• Stay up-to-date: Always up to date, no patches or software upgrades necessary
• Pay only for what you need: There are many plans to fit the needs and price points for each user in your organization

WITH 365 YOU’LL GET

BUSINESS-CLASS EMAIL
ONLINE MEETINGS
PRIVATE SOCIAL NETWORKING & COLLABORATION
ONLINE DOCUMENT STORAGE & FILE SHARING
SIMPLIFIED I.T. MANAGEMENT
5 Reasons to Run your Business in Microsoft Azure

YOUR BUSINESS. YOUR CLOUD. YOUR TERMS.

The modern business runs in the cloud. And the successful modern business runs in Microsoft Azure. It’s the perfect balance of security, flexibility, and affordability. Here’s why.

1. No more capital expenditures
   Why pay for expensive hardware when you don’t have to? As a subscription service, Azure frees you from upfront capital expenses and the time it takes to manage services locally. And that means you can focus on what’s important: running your business.

2. Business continuity, no matter what
   We all know that a data disaster is a business disaster. Even a minor outage can put you at a competitive disadvantage. With Azure, ensure your apps work when you need them the most—without the expense of secondary infrastructure. Don’t be the company without a plan.

3. Paying only for what you use
   Sometimes you need more capacity, sometimes you need less. Azure can easily stretch to meet seasonal needs according to business growth and demands.

4. A tiered approach to the cloud
   Moving to the cloud shouldn’t be an all-or-nothing decision. And it certainly shouldn’t be a hassle. With Azure, you can move any or all your business applications on your timeline and when you’re ready. From accounting and HR to commerce and CRM, there’s a place for everything in Azure.

5. Security, security, and more security
   Safeguard your business with unmatched security management and threat protection for all applications and data, whether they’re on-premises or in the cloud. Plus, Azure has more security and certifications than any other cloud provider.
WHAT MAKES US DIFFERENT
Our Advantage
We’re empowering digital workplaces, connecting people to information fast and conveniently – and improving communication, efficiency and creativity.

Depth & Breadth
Our dedicated specialists have the depth of training and experience to execute the most successful technology solutions. With the lowest staff turnover in the industry, we have the right combination of skill and talent to get the job done.

Educate & Enable
Ricoh empowers our clients to make informed decisions with information from some of the world’s leading technology thinkers.

Technology Vision
We’re committed to innovation and have a laser focus on staying ahead of the market. We partner with forward-thinking vendors, continually train our people on the most cutting-edge technology and deliver modern solutions for today’s digital workplace.
By considering your specific industry requirements, unique business objectives and competitive considerations, we can put together a specialized Ricoh consulting team that can assess where you are today and help get you where you need to be in the future.
Intelligent Devices
Designed to operate sustainably and securely, these are Multifunction Printers for the modern office. The futureproof platform is scalable, secure and simple to use with innovative technology for the forward-thinking business.

Document Capture, Distribution and Output Management
Lower printing costs, safeguard information and reduce waste. Ricoh Software and Cloud Workflow solutions, help you centralize your output, improve workflow and simplify fleet management.

Communication Services
Your end to end visual communications systems integrator and meeting room solutions provider. Connect teams anywhere, anytime with Interactive Flat Panel Displays, Projectors and Unified Communication Systems (UCS) to drive collaboration and efficiency.

IT Services
Optimize costs and grow your business. Ricoh’s IT Services specializes in the design, implementation, security, and support of all infrastructure, cloud and networking systems to help you work smarter and faster.

Document Processing Services
Digitize and automate manual error-prone core business processes like Accounts Payable to improve employee productivity and enhance reporting while improving customer experience.

Managed Services
Outsource key business functions and focus on your core business. From managed print shops to meeting rooms, on-site or off-site, leverage an experienced talent pool for predictable costs and scale up or down as needed.

Content Management and Workflow
Manage, process, store and retrieve information throughout its life cycle. Highly efficient and secure solutions that enable employees and customers to access the information they need on demand.

Information Governance
Digital Rights Management, Intelligent eDiscovery and File Analysis & Migration ensure users can find, manage, organize and secure data at rest, in transit and in use while file-level policies control user access and permissions.

Commercial & Industrial Printing
Unleash your creativity, control workflows and simplify colour management with our cutsheet, wide format and continuous feed technology. Integrate easy-to-use software to maximize efficiency, quality and profitability.