Post-implementation process for escalating your questions and issues:

Overview

For your convenience, our Software Enterprise Support Center (SESC) provides a single point of contact for all Ricoh-approved software. We help ensure that all of your support needs are met — including escalations to remediate incidents.

Incident classification

When you contact the SESC, a software incident analyst will quickly collect your customer information and determine both the urgency of your request and the impact to your business. This helps us to evaluate your case and expedite high-priority issues.

Your analyst will then provide you with your case number and a time frame for when you should expect a response. Once your analyst has created the case, he or she will proceed directly to the remediation phase or, if necessary, escalate the incident to an incident engineer.

Incident escalation and resolution

For escalated cases, our incident engineer resolves your case by:

- Monitoring the status and progress of all open incidents while keeping you informed on our progress via automated emails and phone calls.
- Escalating the incident further if necessary.
- Verifying that the applied solution has corrected the issue.

Severity levels, target responses and target resolution times:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Priority</th>
<th>Target Response Time</th>
<th>Target Resolution Time</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical</td>
<td>30 minutes</td>
<td>1 day</td>
<td>&gt;=90%</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
<td>3 hours</td>
<td>3 days</td>
<td>&gt;=85%</td>
</tr>
<tr>
<td>3</td>
<td>Medium</td>
<td>8 hours</td>
<td>4 days</td>
<td>&gt;=85%</td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
<td>12 hours</td>
<td>5 days</td>
<td>&gt;=85%</td>
</tr>
</tbody>
</table>

FAQs

Q: What can I expect when I call the SESC?
A: You’ll get access to an extensive support network staffed by trained software analysts and engineers who will work quickly and efficiently to help resolve your incident.

Q: What are the hours of operation?
A: We are staffed Monday through Friday, 8:00AM to 8:00PM EST to help with all software solutions. Support is offered 24/7 for hardware-related issues. Clients with after-hours contracts also have access to 24/7 support.

Q: Do the analysts and engineers have access to the products and solutions we would need help with?
A: Yes, the SESC has hardware and software labs equipped with the most current products and solutions. Our analysts and engineers have access to these labs and are fully certified to help resolve issues.

Ricoh mission statement

Our mission is to resolve all incident requests as quickly as possible in a prioritized fashion, so our clients can keep work moving with little interruption.

ITIL Incident Management process

Our objective is to take an expedited approach to providing you with the best service possible by managing your service requests based on Information Technology Infrastructure Library (ITIL) protocols and best practices. Incident Management activities include the identification, classification, handling and resolution of an incident.

For document solutions and software support, email us at:
solutions@Ricoh-USA.com or call 888-424-1573
Services in scope

- Regular servicing for Ricoh’s supported software.
- The basic support that comes with your service and maintenance agreement is remote support, including diagnosis, escalation (as needed) and solution deployment in the event of a software solution failure. This does not include any problem caused by manual or automated operation on a functional system that has changed from functional to degraded or inoperative. Minor (software) updates are included, but not installation.

Services available at additional cost

- OS upgrades.
- Admin or end user training (post deployment).
- Support on adding or removing device to the solutions or license transfer between old and new devices.
- Support outside of normal business hours or support hours listed above.
- Conversions.
- Migrations.
- Custom software modifications.
- Installation of updates or new releases or non-Ricoh supplied software.
- Network sizing, capacity analysis and performance considerations.
- Custom coding or programming.
- System design, planning, or architecture upgrade or changes.
- System or solution major version release upgrades.
- End-user or Administrator system training.
- Device firmware, Java, memory adjustments, card reader or any onsite installs per device (all configurations must engage Ricoh on-site technical services).
- Fixing Hardware failures due to operating systems crash, corruption, virus / malware, or intentional / unintentional acts.
- Full version upgrades of software i.e., 4.x to 5.x
- Any travel time or travel expenses for on-site technical resolution (if applicable).
- Remote or in-person training.
- Performance monitoring.
- Ricoh unsupported software configuration or implementations.
- Hardware installation, diagnosis, and resolution.
- Third-party software installation, diagnosis, and resolution.

Escalation workflow support