RICOH
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Regional Operations Centre (ROC)

ROC IT Service Delivery: Your Partner in IT Success

Embrace centralised IT Service Delivery for simplified IT management

FAST FACTS

Key Service Offerings
- Managed Desktop & Mobile Devices
- Identity & Access Management
- Managed Endpoint Security
- Managed Email Security

ROC's Approach to Managed IT Services
- Proactive monitoring and maintenance
- Rapid incident response
- Tailored solutions for different business needs

Advantages of ROC IT Service Delivery
- Single Point of Contact (SPOC) convenience
- Centralised IT Service Delivery
- Enhanced efficiency and responsiveness
- Company-wide problem management

Empowering Your IT Ecosystem With ROC IT Service Delivery

Introducing our Regional Operations Centre (ROC) IT Service Delivery, a centralised IT Service Delivery centre dedicated to providing comprehensive Managed IT Services. As a single point of contact, we manage a diverse range of incidents and requests, addressing everything from individual IT technical issues to organisation-wide challenges.

Our expert team offers seamless remote support and swift resolution, ensuring uninterrupted business operations and optimal IT performance. With a commitment to excellence, our IT Service Delivery team stands at the forefront of efficient and reliable IT support, making us the ideal partner for your business' technology needs.

Enabling Seamless IT Service Delivery Across APAC

ROC IT Service Delivery serves as a centralised IT Service Delivery centre, primarily focusing on enabling and delivering Managed IT Services. Operating on a 12x7 basis, with the flexibility to provide 24x7 coverage as needed, the IT Service Delivery team efficiently manages a wide spectrum of incidents and requests, ranging from individual IT technical issues to complex company-wide problems.

The core objective of the IT Service Delivery team is to provide comprehensive support for Ricoh APAC's Digital Services Portfolio. It ensures a seamless and exceptional customer experience. With an unwavering commitment to keeping IT infrastructure stable, cost-effective, and relevant, the IT Service Delivery team plays a vital role in facilitating optimal performance and success for businesses across the Asia-Pacific region.

There are four key offerings under ROC IT Service Delivery.

Managed Desktop & Mobile Device

Key Scope

- Manages Windows and Mac workstations, laptops, and mobile devices
- Performs OS patching, software deployment, and resolve common OS issues
- Handles application management, including app deployment, updates, and removal
- Implements automated policy deployment for apps, security, device configuration, and compliance
- Supports all environments, including on-premises, cloud, and hybrid setups

Features

- **Universal Device Management:** Supports all devices, including desktops, laptops, mobile, and business IoT.
- **Flexibility:** Manages devices anytime, anywhere, regardless of their location.
- **Comprehensive Endpoint Management:** Performs all endpoint functions through a single, easy-to-use interface.
- **Simplified Application Management:** Streamlines app deployment, updates, and removal processes.
- **Policy Automation:** Automates policy deployment for apps, security, device configuration, compliance, and more.
- **Remote Control Capabilities:** Quickly access endpoints and resolve issues proactively without disrupting users.

Benefits

- **Enhanced Productivity:** Efficient management and maintenance of devices ensures optimal performance, reducing downtime and improving productivity.
- **Security and Compliance:** Automated policy deployment enhances security measures, ensuring devices comply with company policies and industry regulations.
- **Simplified IT Operations:** The unified interface and automation streamlines IT tasks, saving time and effort.
- **Scalability:** Support for various devices and environments allows easy scaling of the service as the organisation grows.
- **Proactive Issue Resolution:** Remote control capabilities enables prompt issue resolution, minimising user disruptions and downtime.
- **Modern IT Environment:** The service embraces on-premises, cloud, and hybrid setups, providing a foundation for a modern and agile IT infrastructure.

Identity & Access Management

Key Scope

- **Identity Provisioning and De-provisioning:** Management of the lifecycle of user identities.
- **Identity Security and Authentication:** Ensuring the identities are securely authenticated for system access.
- **Access Authorisation:** Regulation of user permissions to access resources and perform specific actions.

Features

- **User and Group Provisioning Management:** Add, remove, and update user accounts and group memberships.
- **Privileged Access Management:** Add, remove, and update user privileged access rights.
- **Unauthorised Privileged Access Prevention:** Monitor, detect, and prevent unauthorised privileged access.
- **User Access Control:** Manage and control access to critical information based on defined permissions.
- **Role-Based Access Control:** Identify, manage, add, remove, and update user roles for access.

Benefits

- **Enhanced Cybersecurity:** Protect organisational assets against cyber threats by implementing secure authentication and authorisation measures.
- **Regulatory Compliance:** Streamline compliance with industry and legal regulations related to data protection and user access.
- **Operational Efficiency:** Simplify the management of user identities and permissions, reducing administrative overhead.
- **Secure Data Access:** Limit and control user access to critical information, reducing the risk of data breaches.
- **Improved Monitoring and Auditing:** Facilitate better tracking of user activities and permission changes, aiding in security audits.

> " As enterprises continue to transform and modernise their networks to better meet the needs of digital business, they will need a new approach to network observability, and requirements for in-depth analysis and actionable insights will become increasingly critical.
>
> CIO Insights, 2023 "

Managed Endpoint Security

Key Scope

- Comprehensive protection for customer endpoints using enterprise-grade security tools
- Proactive detection and response to security threats, including malware, ransomware, phishing, and social engineering campaigns
- Network-wide application and monitoring of endpoint security policies
- Real-time alerts for credible threats
- Execution of agreed-upon response actions for risk mitigation

Features and Benefits

- Proactive threat detection and response
- Enterprise-grade security tools for maximum protection
- Agreed-upon response actions for efficient risk mitigation
- Comprehensive protection against malware, ransomware, phishing, and social engineering attacks
- Peace of mind knowing endpoints are safeguarded by experts

Managed Email Security

Key Scope

- Top-tier protection for customers' email systems using enterprise-grade security tools
- Filtering out spam and malware from incoming emails for a secure email environment
- Proactively detecting and responding to email-based threats like phishing attacks and social engineering campaigns
- Conducting regular reviews of email security configurations, policies, and attack types
- Offering proactive recommendations to enhance email security

Features and Benefits

- Robust email security using enterprise-grade tools
- Effective filtering of spam and malware from incoming emails
- Proactive detection and response to email threats
- Expert reviews of email security configurations and policies
- Protection against phishing and social engineering attacks
- Timely threat monitoring and prevention
- Improved email security posture through proactive email security recommendation

Our SLA Offering: Standardised or Customised to Suit Your Needs

At Ricoh, we understand that no two business needs are alike. Our SLA offerings reflect this, providing you with either a standard or customisable choice to suit your specific requirements.

Standard SLA

Severity Level	Priority	Target Response Time	Target Resolution Time	Target
1	Critical	30 minutes	4 hours	≥90%
2	High	1 hour	8 hours	≥85%
3	Medium	2 hours	3 days	≥85%
4	Low	4 hours	5 days	≥85%

*The SLA for service requests targets an average 90% support resolution within two days.

Customised SLA

Our customisable solutions are tailored to meet your specific business needs. We offer flexible service level agreements (SLAs) that cater to various budgets, giving you a cost-effective option. Our top priority is understanding and addressing your concerns and priorities.

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10x efficiency and effectiveness with faster average response time from the similar market competitor

Real-Time IT Support Levels: Level 1, Level 2, and Level 3

In the dynamic world of IT services, efficient and effective support is crucial for maintaining smooth operations and resolving technical issues promptly. To cater to clients' diverse needs, IT support is often organised into three distinct levels—Level 1, Level 2, and Level 3. Each level represents progressively higher expertise and capability to handle complex challenges.

Level 1 Support (IT Service Desk)

User contacts L1 support via chat, phone, or email. → L1 support attempts to self-diagnose the issue. → **RESOLVED?** → YES → Inform user and close ticket

NO → **Escalate to L2**

E.g:
- Password reset
- Local configuration change
- Basic troubleshooting
- Software installation

Level 2 Support (IT System Engineer)

L2 support receives escalated tickets from L1. → L2 support performs in-depth troubleshooting and technical analysis. → **RESOLVED?** → YES → Inform user and close ticket

NO → **Escalate to L3**

E.g:
- Advanced troubleshooting
- Detailed issue tracking
- Remote support
- Multi-language capability
- ITIL capability

Level 3 Support (Vendor Support)

L3 support receives escalated ticket from L2 or directly from L1, in case of a major incident or product problem. → L3 support provides expert-level troubleshooting and support for vendor technologies or solutions. → **RESOLVED?** → YES → Inform user and close ticket

NO → Needs Vendor & resources

Inform user and close ticket ← Issue resolved

Why Choose ROC for Managed IT Services?

- Certified skilled, experienced engineers to manage a wide spectrum of requests
- Operating on a 12x7 basis, with the flexibility to provide 24x7 coverage as needed
- Multilingual support, including English, Malay, Mandarin, and Cantonese

About Ricoh

Ricoh empowers digital workplaces through innovative partnerships, technologies, and expert services. With 85 years of cultivated knowledge, Ricoh is a leading provider of digital services, process automation, and information management solutions, supporting digital transformation and optimising business performance.

For more information, visit **ricoh-ap.com**

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