

Regional Operations Centre (ROC)

The Power of a Proactive Network Operations Centre (NOC)

Unlocking Efficiency and Security in Network Infrastructure



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FAST FACTS

Key Service Offerings

- Network & Infrastructure
- Cloud Management
- Cybersecurity: SASE, Cisco Umbrella

Regional Operations Centre's (ROC) Approach to Network Operations

- Proactive monitoring, management, and maintenance
- Auto self-healing remediation
- ITSM & ITIL professional processes for escalation and resolution

Advantages of the ROC's Network Operations Centre

- Ensures uninterrupted connectivity
- Comprehensive assistance via monitoring services
- ITIL, CCNA industry certified engineers and well-trained IT professionals

Why Choose ROC for Network Operations?

- Improved risk management
- Extensive and cutting-edge tools and processes
- In-house IT teams can be freed up to focus on strategic projects
- Peace of mind with no worries about IT attrition rate
- A team of skilled IT professionals by your side

Streamlining Network Infrastructure Management With Pre-Emptive Real-Time Monitoring

Managing a complex network infrastructure while balancing IT staff costs and attrition rates can be overwhelming. To ensure smooth operations, critical components like firewalls, routers, and switches require proactive monitoring so that potential issues can be identified and resolved before they occur. All of these require time, money, and expertise—areas which many IT managers struggle with.

This is where a Network Operations Centre (NOC) with real-time proactive monitoring comes into play. It offers peace of mind by offloading the burden of continuous network monitoring, allowing IT managers to redirect their focus toward strategic initiatives and core business objectives. With Ricoh's NOC, you can prioritise more strategic activities for the growth of your business.

Maximising Efficiency and Security: Streamlining Network Performance and Resilience for Optimal Results

Ricoh's Regional Operations Centre (ROC) houses the Network Operations Centre (NOC), the central hub for monitoring and managing a business' network infrastructure. The NOC's main objective is to provide 24/7 support and ensure uninterrupted connectivity. It offers comprehensive assistance in troubleshooting, incident resolution, and configuration management, with expertise in Level 1, Level 2, and Level 3 support.

One of the primary focuses of the NOC is continuous monitoring and timely response to network anomalies. Through 24x7 monitoring services, it can detect issues related to various network components in real time. By proactively monitoring critical elements, such as potential bottlenecks, security breaches, or performance degradation, the NOC can promptly resolve these concerns before they escalate into major problems.

In addition to monitoring, the NOC provides change management services to keep the network infrastructure updated and secure. This allows businesses to stay ahead in the ever-evolving technology landscape and protect their network systems from emerging threats. By leveraging the expertise and resources of the NOC, IT managers can offload the burden of continuous network monitoring and focus on strategic initiatives and core business objectives.

There are three key segments under ROC's Network Operations Centre: Network & Infrastructure, Cloud Management, and SASE Solution.

Network & Infrastructure

Key Scope

- Proactive monitoring and swift resolution of potential IT issues
- Streamlined self-healing processes for optimal performance
- Access to powerful enterprise tools to identify vulnerabilities
- Valuable data insights for continuous analysis and optimisation
- Enables informed decision-making to ensure the network is running at peak levels

Features and Benefits

- Proactive monitoring for ongoing performance analysis, self-healing, and auto-remediation
- Escalation and resolution support with ITSM and ITIL best practices to meet high-quality standards
- Certified engineers covering comprehensive end-to-end managed IT services for seamless operations
- Comprehensive network and infrastructure components to ensure optimum performance

Cloud Management

Key Scope

- Improved network performance via cloud management capabilities
- Central control over digital infrastructure with NOC
- Increased security measures to safeguard systems from outside threats
- 24/7 monitoring and support from experienced IT teams
- Seamless connectivity across the entire network for uninterrupted operations

Features and Benefits

- Support for a wide range of cloud tasks, including cloud architecture design, deployment, security, monitoring, and maintenance
- Robust security measures protecting data and applications
- Optimised resource usage and reduced wastage for further cost savings
- Scalable managed cloud services resources that match your organisation's needs

SASE Solution

Key Scope

- The first line of defence against an ever-evolving range of cyber threats
- Real-time threat intelligence to stay ahead of cyber risks and attacks
- Streamlines operations with easy management tools for instant deployment

Features and Benefits

- Protection against threats, including malware, phishing, ransomware, and botnets
- Cloud-based security solution, not requiring software or hardware installation
- Easy management via a single centralised dashboard for overall monitoring
- Cloud-delivered firewall for visibility and control over all traffic
- Flexible deployment as a cloud-based, on-premises, or hybrid solution

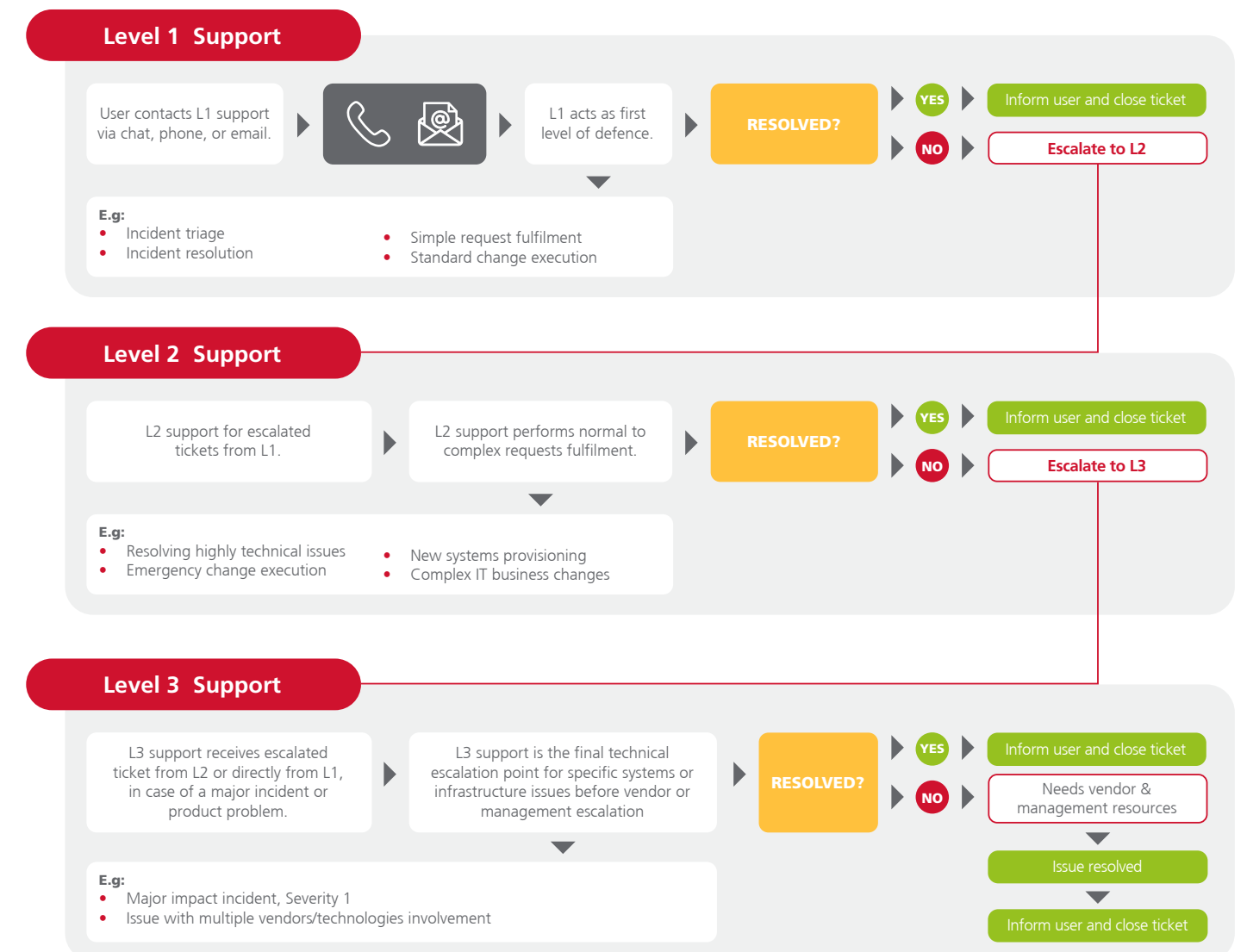
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Centralised monitoring dashboard with proactive remote issue detection, triage, and resolution

- Health monitoring
- Automated alert and alert escalation
- Incident Management
- Metrics collection from any source
- Root Cause Analysis
- Smart threshold, trend prediction, machine learning
- Schedule reporting
- 3rd party integration for run book remediation

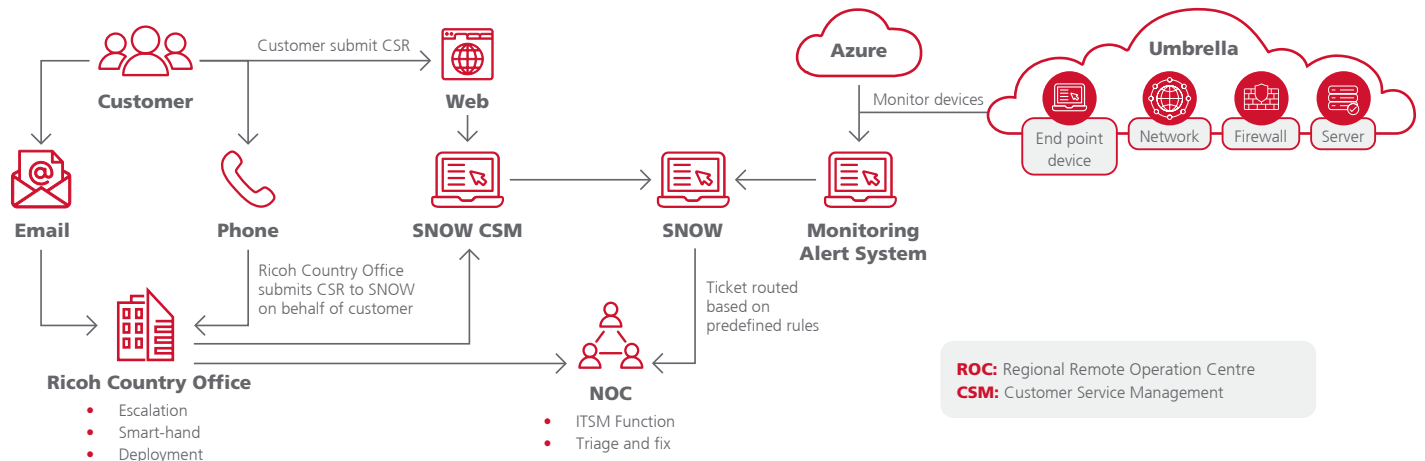
Round the Clock IT Support: Level 1, Level 2, and Level 3 Stages

The NOC Level 1-Level 3 network resolution framework provides a structured approach to address and resolve network issues effectively. Each level plays a vital role in maintaining the stability and reliability of the network infrastructure, ensuring uninterrupted business operations and minimised downtime.



The Engagement Process

In our engagement process, we use various customer contact points to receive, triage, and solve network-related requests and incidents.



Our SLA Offering: Standardised or Customised to Suit Your Needs

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.

Why Choose ROC for Managed IT Services?

- Certified skilled, experienced engineers to manage a wide spectrum of requests
- Operates 24x7, minimising potential downtime and ensuring uninterrupted network availability

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](https://www.ricoh-ap.com)

