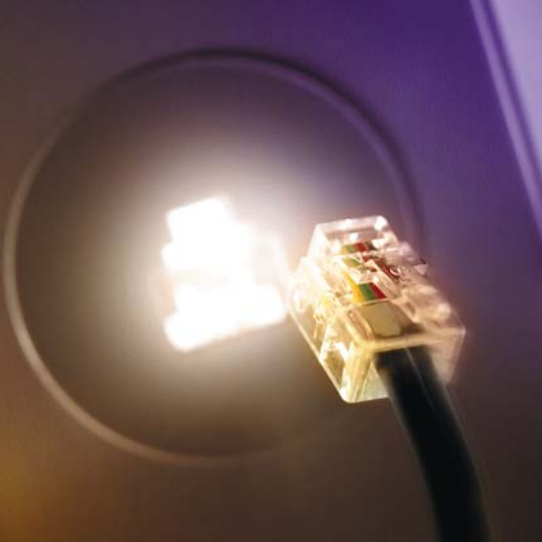


Remote Maintenance Services

Advanced Services To Quickly Resolve
Common IT Issues

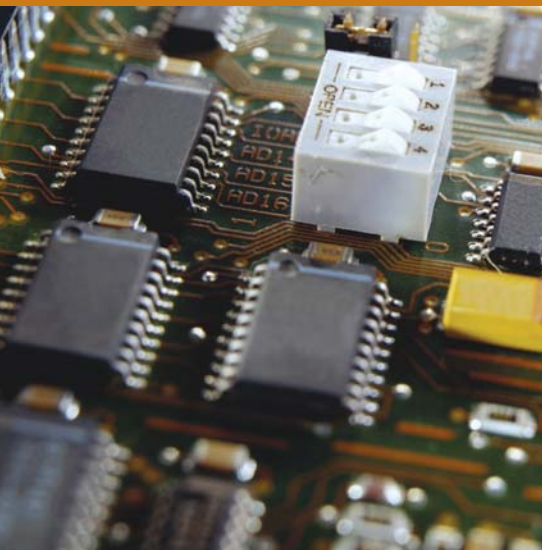
RICOH



secure



resolve



maintain



Remote Maintenance Services

Resolve network issues remotely, without on-site support.

If your organization is like most, the devices connected to your network often require assistance from certified IT engineers at a moment's notice. But on-demand, on-site technical support is expensive — and it does not happen immediately.

Remote maintenance services from the RICOH® Network Support Services group enable you to resolve a wide range of common IT problems without on-site help. You simply make a phone call and our service experts tackle the issue immediately. Specifically, we establish a secure, one-time connection to your network, which allows us to analyze connected servers or PCs remotely and perform repairs in minutes — with no waiting.

This approach is significantly faster than requesting an on-site technician for every problem. As a result, your maintenance issues are resolved in minutes — not hours — which increases overall productivity. Remote maintenance is also much more affordable than on-site help, because it eliminates the cost of the engineer's travel time. For smaller and medium-sized businesses, remote maintenance is also more cost effective than hiring permanent IT staff to perform these same tasks on-site.

Powerful desktop sharing capabilities

Remote maintenance starts with a call to our help desk, where you have a brief consultation with an industry-certified IT technician. This enables us to determine whether your specific issue can be solved remotely. If so, the technician directs you to a secure Web site where we establish a secure, encrypted HTTPS tunnel to your network. This tunnel is firewall and proxy friendly, and requires no configuration on your end. It simply facilitates a one-time session and is terminated when the session ends. This is critical, because it assures remote maintenance customers that sessions do not compromise your network's integrity or create points of vulnerability.

At this point, our IT engineers engage advanced desktop sharing software tools to take control of your server or workstation over the Web. With this solution — the same one used by a majority of Fortune 1000 IT organizations — our engineer receives an identical video signal as your server or PC, from a remote monitor. Even more important, the Ricoh engineer can interact with your computer as if sitting in front of it.

Most of the time, the actions required to fix the problem can be performed in the background, while an end-user continues to work in a different application. Plus, remote maintenance is completely transparent to you. Each customer must authorize the remote session to ensure security, as well as specify security permissions and, if necessary, restrict the engineer's access to unrelated files or folders. You can also view a real-time log of the technician's actions, so nothing is hidden.

Fast results for common maintenance issues

Our remote maintenance technicians can fix an incredibly wide range of problems through desktop sharing, from simple adjustments of software preferences to more complex manipulations of back-end configurations.

The top five most common issues we address are:

- Installing and configuring a virtual private network (VPN) connection
- Configuring and troubleshooting Microsoft® Outlook (email application)
- Installing print drivers
- Troubleshooting Internet connectivity
- Configuring and troubleshooting wireless network connections

Learn more today

For more details about remote maintenance services from the Ricoh Network Support Services group, please contact your local representative or visit www.ricohbusinesssolutions.com and click on IT Services.



Resolve a vast array of IT problems without the need for on-site help by contacting Ricoh's service experts via phone or by visiting the Ricoh business solutions website.

RICOH

www.ricohbusinesssolutions.com

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