

Case Study

IT Services

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Parisi House

Parisi House Stabilizes its Network and Places Trust in an IT Outsource Partnership with Ricoh Proactive Managed IT Services

"Ricoh IT Services was very thorough and really listened to us. They came back quickly with a proposal that detailed what they could do for us and what was lacking in our network. It was very impressive."

– Executive Director
Parisi House

ABOUT THE CUSTOMER

Founded in 1994, Parisi House in Santa Clara, California is a nonprofit residential substance abuse treatment facility specifically for women with children. The unique 42-bed facility provides housing and treatment services to parenting women and their children for up to six months. Nestled on a hill in a remote area, Parisi House often endures strong winds, rain and harsh weather that leads to power outages and downtime for its IT network. In 2012, the facility made a switch to Ricoh IT Services to enhance its overall network and improve responsiveness when problems arise.

CHALLENGE

Parisi House administrators had long been dissatisfied with the service it received from its former IT outsource provider. They often felt like a low priority compared to the provider's other larger clients—response times were slow, there was no clear timeline for resolving issues, projects were frequently put on hold and costs were anything but predictable.

When its contract with the legacy IT provider was about to expire, Parisi House began to look for alternative resources. During this time, the Ricoh account executive that provided the facility its multifunction printer and had established a relationship of trust through the years, visited Parisi House and learned of its IT troubles.

CHALLENGE

- Frequent IT network problems
- Limited budget
- Legacy IT outsource provider

SOLUTION

- Ricoh Network Healthcheck
- Ricoh Proactive Standard IT Services plan
- Ricoh Proactive Managed IT Services HelpDesk

RESULTS

- Few, if any, network problems
- Updated technology
- Relationship of trust

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“Ricoh IT Services was very thorough and really listened to us,” said the Parisi House executive director. “They came back quickly with a proposal that detailed what they could do for us and what was lacking in our network. It was very impressive.”

Being a nonprofit, Parisi House was concerned about costs. The Ricoh IT team worked with the facility to find a pricing structure it could afford while being able to provide them with the right technology and services to help keep its facility running smoothly. Parisi House was so impressed with the team’s plan and predictive cost model that administrators signed a Proactive Standard IT Services contract with Ricoh IT Services at their second meeting.

SOLUTION

The engagement with Ricoh IT Services began with the team first conducting a Network Healthcheck to identify specific vulnerabilities in the network and recommend remedies. The Parisi House solution consisted of 24/7 remote monitoring and HelpDesk, remote mediation, anti-virus/anti-malware software updates, OS updates, end user device management, basic server and basic application administration and reporting.

The Ricoh team even stepped in to coordinate the switch with the facility’s previous IT provider. To make up for the delays caused by the previous IT services provider, the Ricoh team worked evenings and weekends to stay on track and avoid disrupting the work of Parisi House during the day.

“Ricoh was very accommodating to us throughout the process. I can’t thank them enough for that,” said the executive director.

To address the facility’s response time issue with its previous IT provider, Ricoh reinforced that Parisi House would have a specific IT Services engineer assigned to their account and a detailed site survey if another Ricoh engineer needed to remediate an open ticket. Having 24/7, 365 day access to the Ricoh CORE Center for IT Services provided Parisi House with reassurance that its needs would not be ignored.

Monthly meetings were also conducted during the first three months of the contract and then quarterly reviews were held thereafter, further allaying the facility’s communication concerns. Ricoh’s typical response time of 2-4 hours plus its track record of resolving on average 95% of its customers’ issues have also impressed the facility’s decision-makers.

Having a backup server is important to the facility, however cost constraints led Parisi House to initially put that on hold. In the interim, Ricoh showed facility administrators how to save its files to the server to help ensure that important data would be saved if a crash occurred.

“Ricoh really held our hands in many respects and never made us feel unimportant or uninformed like our previous IT provider did,” said the executive director.

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RESULTS

A year into the contract, Parisi House executives are extremely pleased with Ricoh Proactive Managed IT Services and the Ricoh engineer who visits the facility when issues arise. Problems occur far less frequently now and the facility can count on a quick response from Ricoh when they do.

“I can’t even remember the last time our network was down. With our previous IT provider, it was a monthly occurrence,” said the executive director.

If its email or internet connection is not working properly, Parisi House now relies on the Ricoh CORE Center for IT Services remote helpdesk to help quickly resolve the issue. During on-site visits, the Ricoh IT Services engineer has been known to go above and beyond his scheduled duties. In one instance, the Ricoh engineer took time out to train Parisi House staff members on the facility’s scanning technology—something that was clearly outside the scope of the visit.

“One time when we had an issue with our printer, one of the Ricoh IT Services team members—who happened to be on the way to her mother’s funeral—stopped in to fix it. I was stunned that she did that. It just shows the level of commitment and loyalty that Ricoh has for us,” said the executive director.

Ricoh and the executive director are reviewing a proposal to implement a comprehensive backup solution that includes an onsite primary backup and secondary backup to Ricoh’s cloud for redundancy. Ricoh IT Services is working with Parisi House decision-makers to determine the most affordable options and will train staff members on the technology once it has been installed.

“Ricoh IT Services came along almost as if by accident when we were looking for a new provider and I’m so glad that happened. Now, we virtually have no problems with our IT network,” said the executive director. “I would definitely recommend Ricoh IT Services.”

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