Workplace Management

In many organizations, performance often hinges on the ability to manage IT essentials — the fundamental pillars of technology that empower the workplace: print, desktop, mobile devices, data and network infrastructure.

**IT Essentials**, from RICOH IT Services, provides proactive monitoring and management of your hardware, software and network that empower the workplace. We also provide data protection services that ensure business continuity.

Services

**Network Device Management**

With network device management services, you get up/down availability, status monitoring, alerts and troubleshooting for routers, switches, wireless access points, and wireless controllers within your LAN environment.

**Network Monitoring**

With Network Monitoring services, you can receive up/down monitoring of your WAN connection (ICMP) as well as response to reported network outages. We’ll work with your point of contact according to predefined notification policies, based on level of severity.

Server Management

Server management services provide you with up/down availability, status monitoring, alerts, troubleshooting, OS and security patch updates for physical, virtual and cloud servers.

**Firewall Management**

Firewall management services provide maintenance and monitoring support for your firewalls. These services can include up/down availability alerts, administration, threat detection and DMZ creation, depending on the security device.
Server Application Management
Get peace of mind, knowing Ricoh’s server application management services remotely monitor critical functions related to supported applications running on Ricoh-managed servers. Services can include remediation of system issues. Server applications include Microsoft® Exchange®, SharePoint®, Citrix®, Windows® and customer line of business applications.

Virtual Host Management
We can provide support for virtual hosts currently supported by VMware (including ESXi®) or Hyper-V located at your location.

SAN Management
If you need management of customer-owned Storage Area Network (SAN) devices, we support Dell EqualLogic® and MD-Series®, and EMC VNX®.

Workstation Management
Windows OS
Workstation management services proactively update your Windows® workstation operating systems (OS) and core applications. The services can include critical security updates, patches, and fixes, as well as responding to suspected errors reported by end users or local administrators.

Mac OS
We can proactively manage the Mac® OS X Operating System on supported workstations. Services can include: monitoring the release of critical security updates for the Mac OS X and core applications.

Mobile Device Management
We’ll define, configure and implement a mobile device management platform that enables you to report on inventory data and key device statistics, including installed applications, device state and policy compliance. Gain powerful capabilities such as the ability to remote lock or clear all data, or just corporate data if a device is lost or stolen (iOS® and Android® devices); Over The Air (OTA) activation of mobile devices; enforcement of password policies; specification and enablement of global policies; and the ability to add or remove devices as needed quickly and easily.
Data Protection

Endpoint Data Protection

Make sure you have online backup and restore of employee desktop, laptop and device data. Customer data is transferred and securely stored in Ricoh’s data centers for anytime, anywhere access.

Endpoint Data Protection with Secure File Sharing

Endpoint data protection with secure file sharing is a complete endpoint data management solution that increases user productivity by providing backup, search, restore, file share and collaboration capability in a single, secure platform.

Server Backup and Recovery

Server backup and recovery provides you with 1TB of storage space per server for a low monthly fee that can be pooled across multiple servers. This fully managed service rapidly recovers applications and data from environments as diverse as virtual machines, files, messaging and database applications. Along with our endpoint data protection service, you gain a single point of control to manage all your backup, infrastructure, cloud services and applications.

For more information visit our IT Management Support Services page.