

Pay Per Seat

Flexible, reliable and
cost-efficient client IT
provision and support

IT Services

Targeted at mid-sized organisations, Pay Per Seat provides a full range of configurable IT solutions and services for client devices. Proven, high-performing IT equipment and services delivered by Ricoh on a usage basis mean you only pay for what you need, with no upfront investment required.



IT support that fits your priorities

Configurable solutions for client devices, delivered and maintained by Ricoh on a usage basis, ensure all users in your organisation benefit from access to quality IT.

Pay Per Seat consists of a menu of services, enabling you to configure Ricoh's support to your exact needs. Our simple, transparent charging model means you only pay for what you use, making it easy to control and predict your IT costs. Pay Per Seat can be upgraded during contract lifetime with additional services to continue to meet the evolving needs of your organisation and maintain your strategic IT advantage.

Our track record of supporting customers' IT deployments means you can focus on activities that add real value to your organisation, secure in the knowledge that our technical experts are ensuring the performance of your infrastructure. Our local and international service delivery network means we can quickly respond in the event of a technical incident and adapt our service as the needs of your organisation change.

Eliminate upfront investment

With Pay Per Seat you can ensure your client devices are supported by consistently high-performing solutions and services, without the need for any upfront capital spending. Our usage-based client hardware and software delivery model provides simple, cost-efficient access to IT resources. Controlling expenditure is easy with transparent, predictable charging.

Flexible, adaptable support

Our extensive range of IT delivery and support services allows you to select and configure the solutions that best fulfil your client device needs. With an extensive network of local and international service delivery teams, Ricoh's IT services have the scale and resources to support your entire operation. We can adapt our provision to suit your organisation's development.

Simplified IT management

Pay Per Seat can provide a single point of control for all your client device delivery and support requirements. Complexity is kept to a minimum, with our Service Desk capabilities ensuring all elements of IT provision are coordinated. Ricoh's IT services can be fully integrated with our other imaging, communications and document offerings, providing a single source of support.

With Ricoh's trusted delivery team committed to ensuring the high performance of your client devices, you can focus your internal resources on activities that can boost productivity and support the growth of your organisation.



Targeted support for your IT needs

Pay Per Seat continues Ricoh's track record of supporting our customers' information, communications and document infrastructure. Our transparent, consultancy-led approach complements your existing IT capabilities by removing the burden of managing your client devices.

To help you determine the best course of action for your requirements, we provide a consultative IT assessment that evaluates the strengths and weaknesses of your client devices. Through this, we can develop a package of support that optimises IT performance, increases productivity and reduces IT expenditure.

Throughout the contract lifecycle, we are committed to the continuous optimisation of your client devices and the support we deliver. Our consultants will conduct regular on-site assessments of your IT performance and the changing requirements of your organisation to ensure we continue to deliver optimal support.

Get the most out your resources

Pay per Seat can also support more streamlined and cost-efficient IT service delivery to users within your organisation. Our extensive experience of delivering outsourced helpdesk services means we can seamlessly integrate with your existing processes to provide high quality user support.

With our technicians looking after the operational performance of your client device infrastructure and IT service provision, you can focus your internal IT resources on more complex and strategically-valuable projects.

Key Benefits

- Deliver high-quality client devices with no upfront investment required
- Configure the exact selection of services you need from our flexible range of offerings
- Control the cost of supporting IT with transparent, predictable charging
- Remove complexity using Ricoh as a single point of contact for your client device management
- Ensure agility with adaptable, scalable support
- Consultancy on how to optimise IT performance provided initially and throughout the contract lifecycle



Figure 1: Ricoh provides a full range of configurable services and support for client devices

About Ricoh

As a global company specialising in office imaging equipment, production print solutions, document management systems, network appliances and IT services, Ricoh offers true end-to-end information and communications solutions that deliver efficiency gains and cost efficiency.

Continuing Ricoh's strength and experience manufacturing, implementing and supporting networked devices, our IT services provide the comprehensive technical foundation to support business operations and deliver strategic advantage. Customers can rely on Ricoh to provide complete support for their networked device, imaging and communications infrastructure, enabling them to focus on their core business activities.

How Ricoh can help

The following scenarios are designed to illustrate how Pay Per Seat can be configured to meet the specific requirements of your organisation for client devices.

Scenario A

Challenge: This organisation was faced with an aging, uncoordinated PC estate, made of a mixture of makes and models of computer, with a high failure rate. Due to the large number of different hardware and software configurations, the organisation found it expensive to support and maintain its PC fleet, and found that its internal IT resources were too occupied responding to user incident requests to focus on more strategic value-adding projects.

Solution: With new client devices supplied, deployed and configured by Ricoh, the organisation ensures all users benefit from consistently high-performing PCs. Ricoh's service team proactively monitors the performance of the fleet and oversees regular updates and maintenance. As a result, the organisation's internal IT team now has more time to concentrate on delivering long-term enhancements to its IT infrastructure.

Scenario B

Challenge: This business aimed to replace outdated computers that were starting to create performance and maintenance issues, but also needed to maintain the high availability of its technology resources. Due to the nature of its operations, the organisation had to ensure that local data on user PCs was regularly backed up and could be quickly recovered in the event of a hardware failure.

Solution: Pay Per Seat provides a straightforward and cost-effective way for the business to replace its old computers with reliable, high-performing new equipment. With Ricoh's Service Desk proactively monitoring the status of its computers and access to fast, effective remote and on-site support in the event of an incident, the organisation can rely on the continued performance of its IT. Additional cloud backup services from Ricoh ensure that user data is secure and accessible when needed.

Scenario C

Challenge: This organisation planned to modernise the IT resources available to its employees and find a more efficient and cost-effective way of delivering user support. With strict security and environmental objectives to comply with, the company also needed a proven partner to help it retire and dispose of its existing equipment.

Solution: In addition to delivering new client devices, Ricoh also offers fully-managed end-of-life services that cover secure data removal and the remarketing of old computers. Pay Per Seat enables the organisation to rely on Ricoh as an outsourced provider of Service Desk assistance to users within the business, with IT incidents resolved via Ricoh's remote service capabilities and direct on-site support.

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