

1 Supplement your in-house IT skills.

Ricoh Resource Solutions is a specialist business unit focused on supply and management of a team of IT professionals. This service allows customers access to extensive skills from our flexible resource bench, and whether this is in design, deployment, management or support, you will have peace of mind that one of our industry leading consultants is in control.

Ricoh Resource Solutions Provides

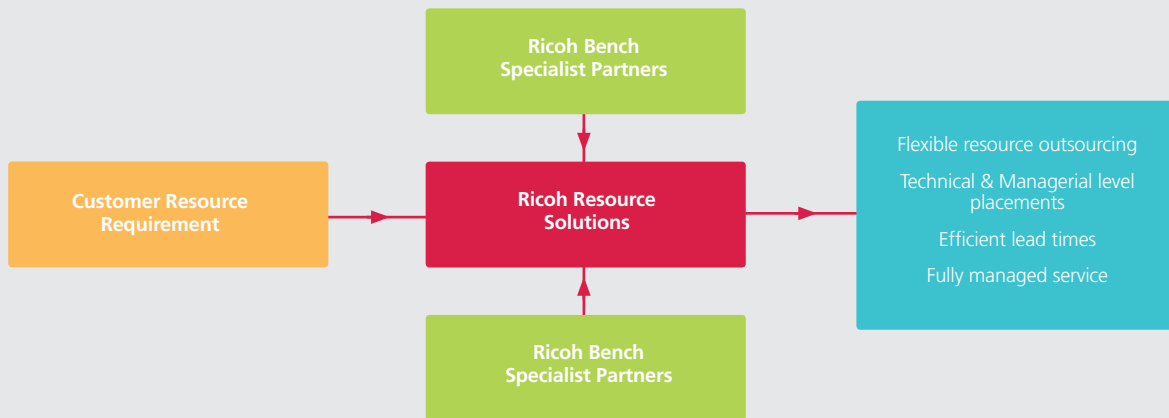
- Work packaged based personnel, delivering against customer agreed timescales at a fixed price
- Clearance
- Highly skilled personnel with the necessary accreditations &/or Security
- A bridge to any 'gaps' in technical capabilities
- The option to transfer existing resource to our payroll; beneficial when looking to achieve cost savings, supplier rationalisation, or improved service
- Moving resources to fixed price delivery model to reduce operational expenditure and remove management overhead

Disciplines

- ITIL Service Management
- Programme & Project Management
- Consultancy
- Architects & Solutions Design
- Analysts (Business & Systems)
- Engineering (Software, Network, Hardware)
- Support Services (1st to 4th line)

From management down to support level, we can supply the skills and expertise to fulfil your project needs at the right price, at the right time in the right place.

Our bespoke contracts can be tailored to customers' specific needs.



2 Service Benefits

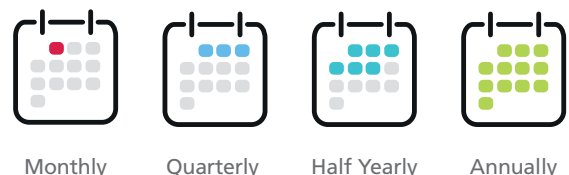
Where *Ricoh* have led similar projects, we have found that this service offering is a more than worthwhile investment. The need to provide a day to day Single Point of Contact who understands the project, knows your personnel and their objectives cannot be underestimated.

- A Single Point of Contact for all calls, emails
- Trusted, expert PMO, Solutions & Resource Personnel
- A rapid, informed and experienced response to escalations
- Service Reporting and Review
- Enhancing the internal & external brand

3 Flexible Payments

Ricoh are able to receive Purchase Orders for agreed sums at the following frequencies:

These can then be drawn against all parts of your Ricoh IT solution.



4 Focused Approach

Crucial to the efficient delivery of our resource based service model such as that required to deliver Customer onsite requirements is a centralised Service Team (usually) based on customer site.

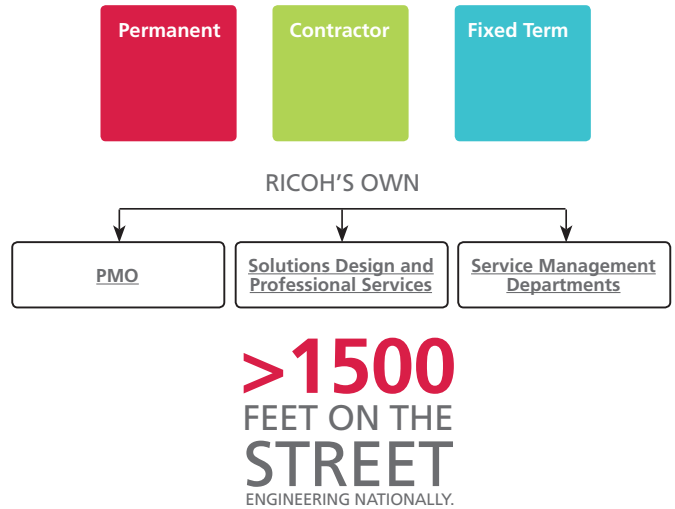
CENTRALISED SERVICE TEAM (USUALLY) BASED ON CUSTOMER SITE



5 Comprehensive Workforce

Ricoh currently have teams across our client base consisting of Permanent, Contractor and Fixed Term Staff. All these personnel have long standing experience.

In addition, whilst Ricoh are aware that not all customers favour a subcontracted model, we do maintain a longstanding relationship with trusted third party suppliers.



6 Project Delivery

Ricoh will utilise the Service team as described previously to plan and schedule all works with all necessary internal departments. During Transition/Setup of the Ricoh service, a number of SLA's should be agreed which include (but are not limited to):

- Statement of works, Milestone delivery & Final delivery dates
- Mean time from Work Package confirmation to Resource allocation

