

IT Services

Information Management and Business Intelligence

RICOH
imagine. change.



Solutions



Consultancy



Analytics



Data Capture



Integration



Data Visualisation



Collaboration and Portals



Applications



Data Platform



Data and Information



Solutions

Organisations increasingly recognise information as a business asset. However, most struggle to fully exploit information to improve business performance and accelerate growth.

Your data and information tell a story, every spreadsheet cell, document or transaction reveals something about your organisation's past and present. With the right tools to make sense of data, interrogate it and get the answers you need from it, it's powerful enough to shape the future.

With the global economy finally gaining momentum but still highly unpredictable, this is a key moment to review how your information systems can be leveraged to minimise risk, redefine business processes and prepare for sustained growth.

Over the next few years, the cumulative impact of developments such as the cloud, big data, content analytics, intelligent apps and IoT will force organisations to either embrace these technologies for transformations or put themselves at risk.

As trusted Information Management consultants to some of the globe's biggest brands, Ricoh can help organisations understand how to deliver solutions, steered by innovation and best of breed tools. We can help you put your most valuable assets to work, and in the hands of their people - resulting in clear, business-focused outcomes and opportunities.



Analytics



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Capture



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Visualisation



Integration



Collaboration
& Portals



Data
Platform



Data &
Information
Governance



Application
Development



Consultancy
& Strategy

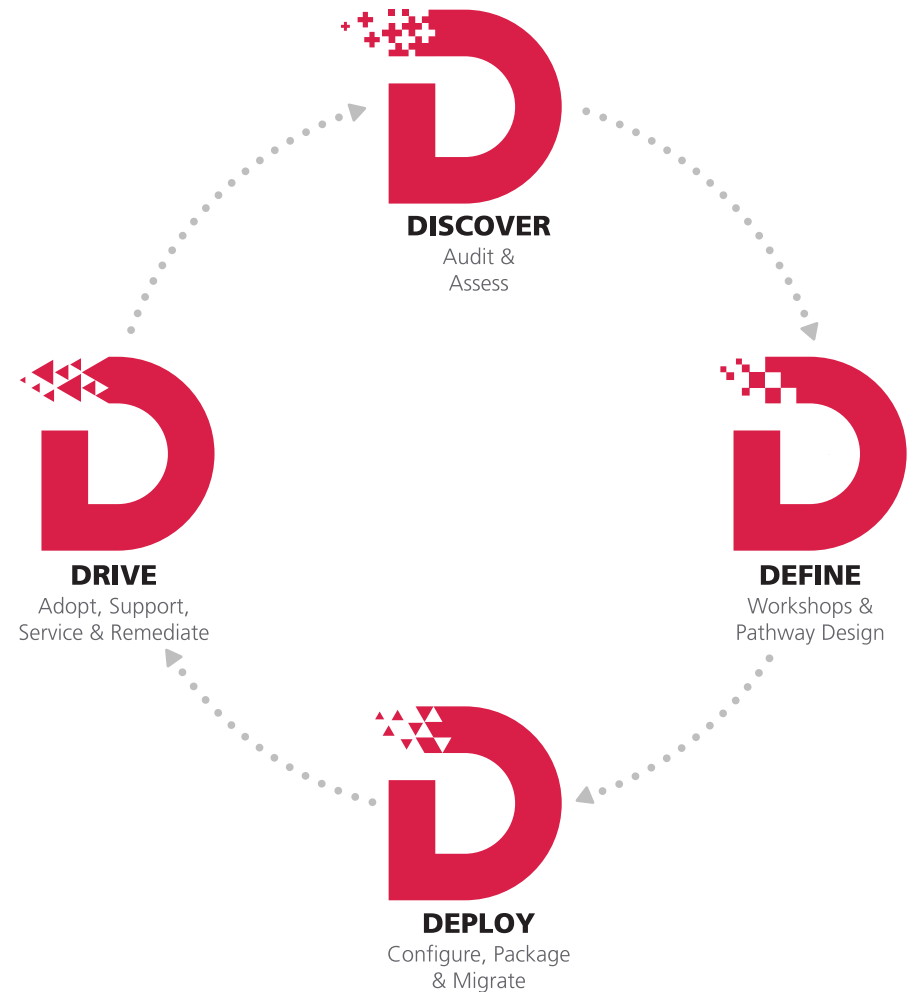
Consultancy

Big data, intelligent applications and knowledge portals drive insight and fuel innovation, enabling organisations to leverage the intrinsic value of all of their data. Our business insights and analytics capabilities include a full range of services, from strategy through deployment, focused on data and analytics, IoT, cloud, mobility and technology convergence.

Leveraging in house expertise and some of the most innovative technologies available, Ricoh's European-wide team of experienced consultants can support your business from the conception of innovation, to unlock the true power of intelligent systems.

Transform your information systems:

- Integrate communications across multiple channels
- Improve frontline service and increase customer loyalty
- Reduce process costs without sacrificing on quality
- Minimise legal and financial risk
- Unlock the potential of mobile, cloud and social technologies
- Gain competitive advantage
- Build sustainable growth



Analytics

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Transform data into actionable insights

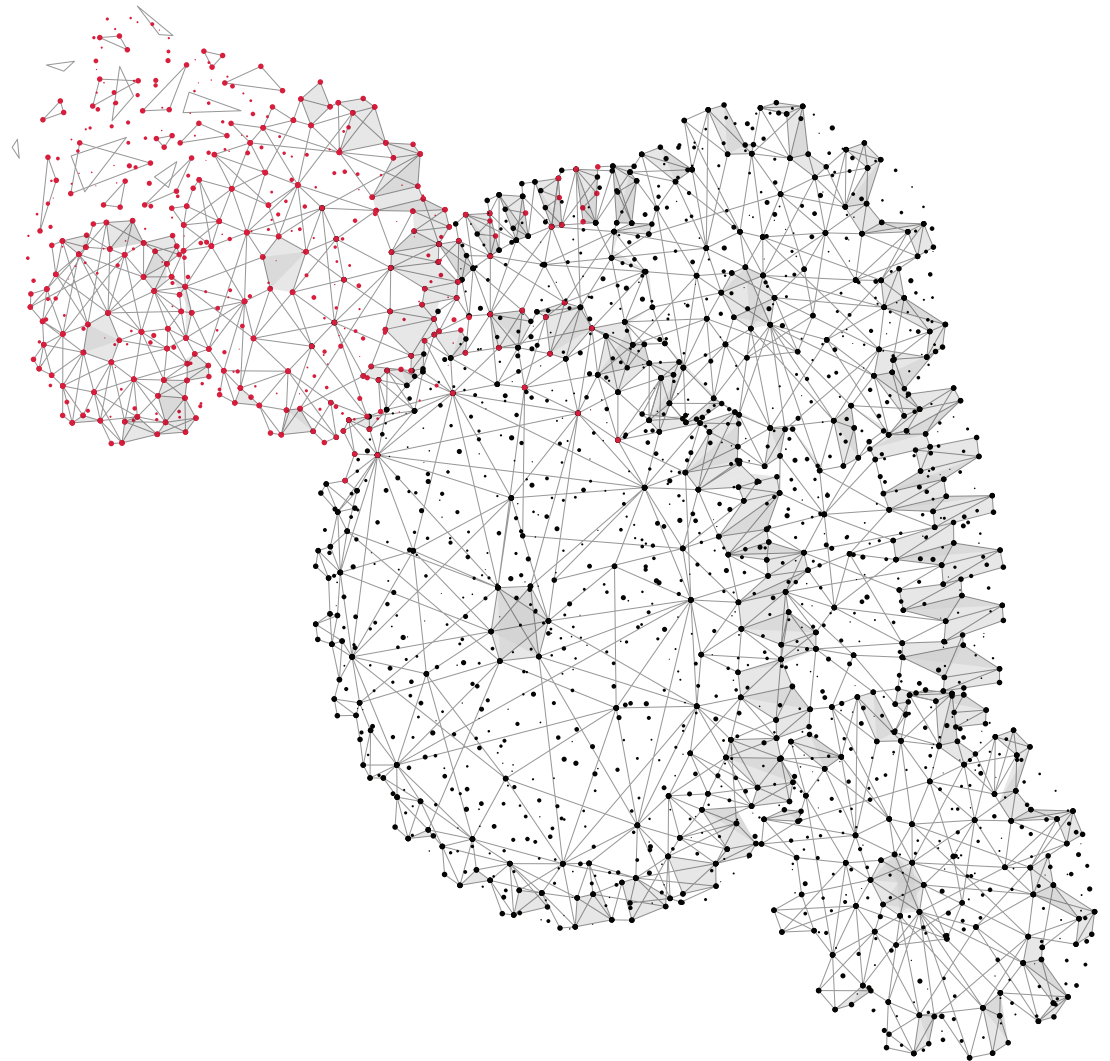
Anticipate changes in real time. Change the game with disruptive business models.
Build a stronger digital business fuelled by robust analytics.

Improved business information

Visualise a clearly documented and communicated business intelligence and analytics strategy – essential to transform performance and deliver business value.

Realising data value

Gain insights into costs, product lifecycle, engagement, quality, preventive maintenance and more with data analytics.

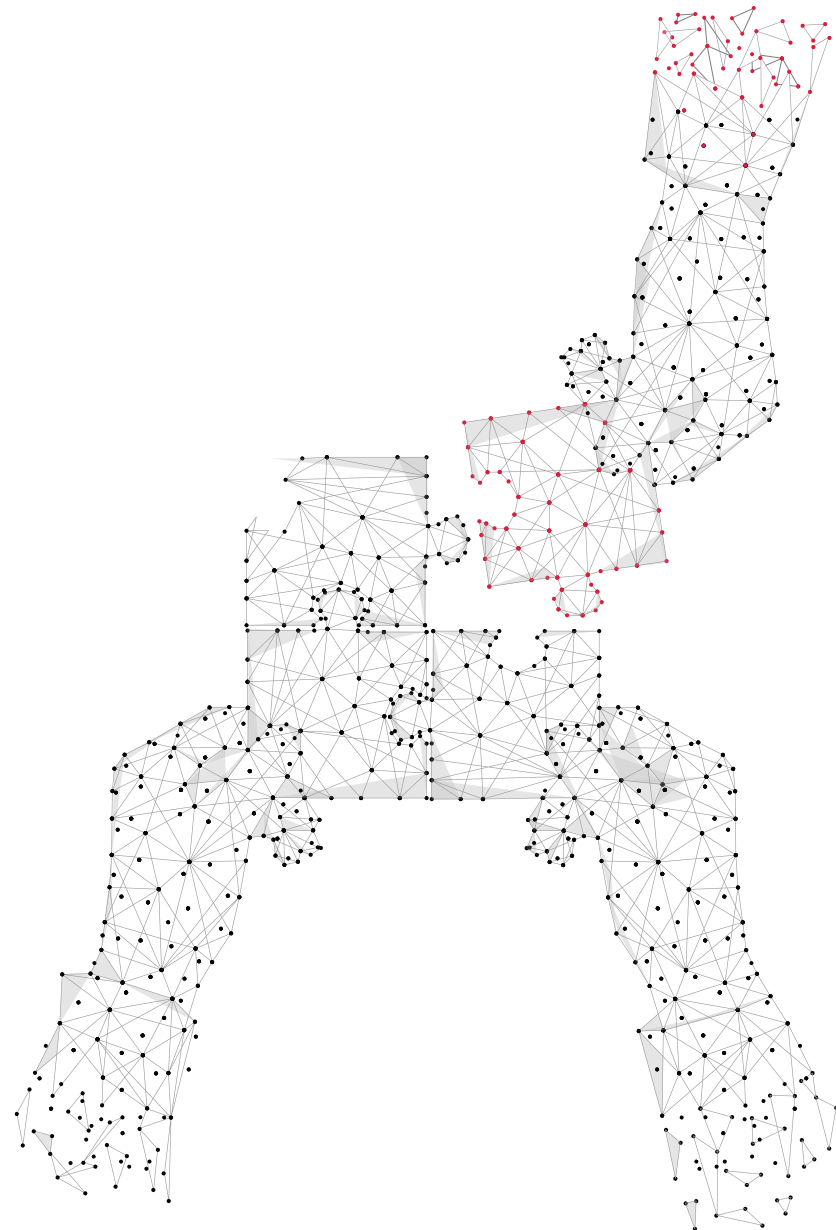


Data Capture

Connected devices, technology and assets promise to pay big dividends, but how do you maximise the potential to reap the benefits? Whether you're looking to capture new forms of data through edge technologies or simply integrate an existing data source into your business decision making... we can show you how.

The proliferation of devices and inexpensive sensors is already creating an incredible amount of data, with the opportunity to unlock this to improve the operational efficiencies of business and unlock new opportunities to bring increased value to customers. However, capturing, processing and integrating new data sources in the right way to get the most from them can be challenging for organisations. We connect devices and other assets, capturing the diverse, voluminous and lucrative data they generate.

Once we have a platform in place we can work with you to integrate and orchestrate the flow of that data through businesses processes so you can manage, analyse and present it as valuable information to the people who need it to make better decisions. You may want to store the data you collect in the cloud or manage it within your Data Warehouse to integrate it with other business data sources. Whatever the business objective we can work with you and your data to get the most from it.



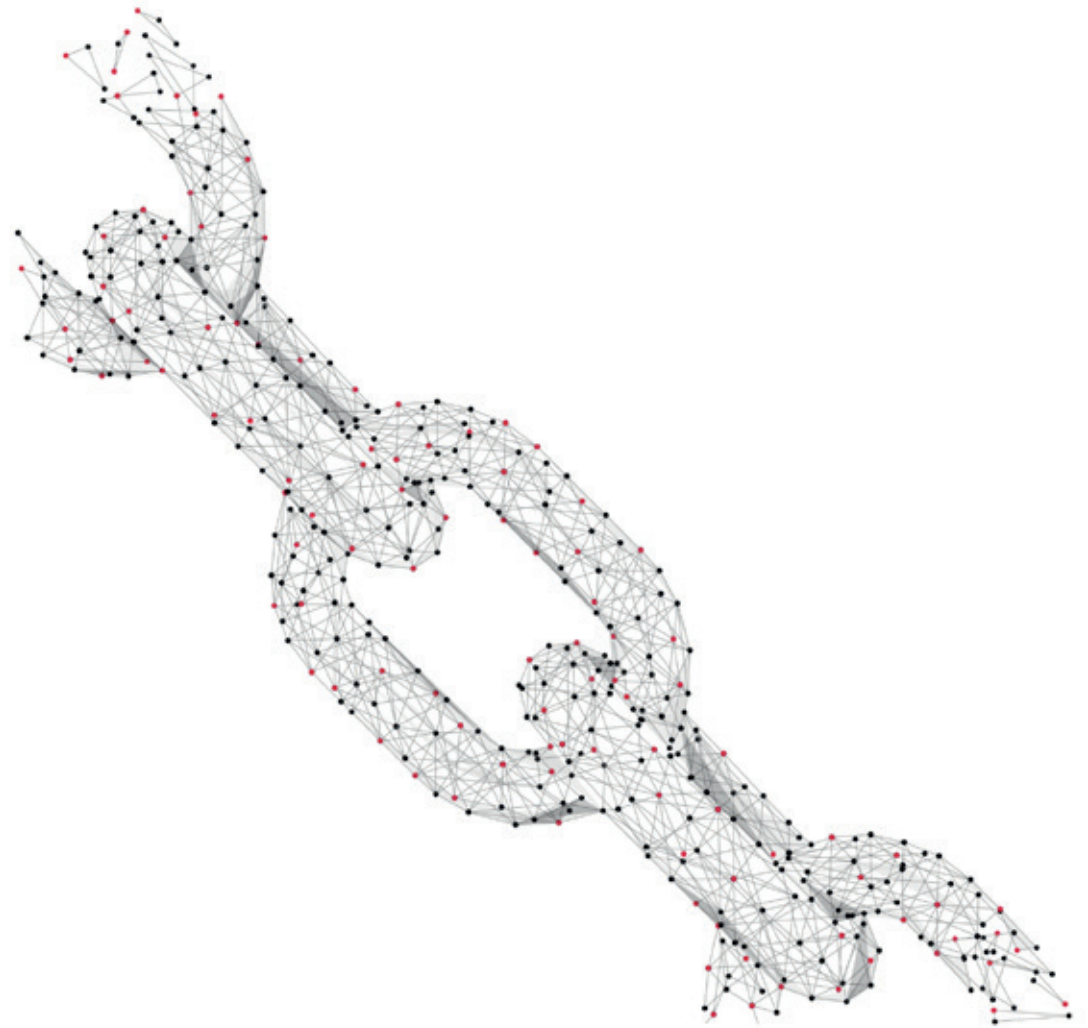
Integration

Sometimes, a complex business challenge can only be solved by integrating data from multiple areas of your organisation's operations. We have the expertise to connect data from across the business to get the answers you need.

Too often Businesses suffer from business data silo's - systems such as ERP, CRM, service management and HR solutions cannot communicate with one another.

This lack of communication leads to inefficiencies where identical data is stored in multiple locations, straightforward processes are unable to be automated and therefore repeated at a cost to the business. Or, businesses are unable to unlock the true value of data because they cant connect it to other applications, data or processes, enhancing it with richer data from elsewhere in your business.

Ricoh use multiple integration techniques and technologies to ensure we can address unique and diverse business challenges, connecting the dots so you can get the insight you need.



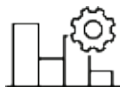
Data Visualisation

Getting your people to interact and engage with the reports you distribute across your organisation is key to the successful implementation of any data strategy.

Data needs to be consumable to enable your people to make effective decisions. It needs to be shared and visualised in a way that makes sense and that's simple to digest so that your people can make sense of the information and translate it into high impact, profitable decisions for your business.

Ricoh has a wealth of expertise in design, UX and UI to build engaging, eye-catching and practical reporting and application solutions that work for your people to ensure insight is integral to the way they work.

Our Solutions



Custom
Visualisation



Power BI



Board



Mobile
Insight



Collaboration and Portals. Unite your Business

People and knowledge are the core of innovation, so you need solutions that help get the best from them. Our collaboration and productivity solutions support your people to share knowledge, stay connected and control the flow of information. Working with industry leading technologies Ricoh can help you create a smarter workforce who harness knowledge and communication to deliver exceptional productivity and customer experiences.

Strategy

Aligning business strategy with the right technology is easier said than done. Our workshops enable us to get to know your business, your people and your processes so we can help you to develop a clear understanding of how we can enhance collaboration and productivity with tailored technology solutions.

Intranets & digital workspaces

Having a central and governed home for all corporate communications, document sharing and knowledge is key to driving a productive and forward thinking business. We design and develop cutting edge workspaces for your employees to connect, engage and share knowledge.

Implementation

We can work with you from cradle to grave. From the design of the technical architecture, systems integration, custom development of out of the box tools and migration and upgrades, right through to testing, handover and adoption services. All of our solution deployments are project managed and deliver value, quickly.

Experience & design

Solutions must fit your users, culture and processes. Our design team have over 20 years of experience in developing cutting edge and visually inspiring technology experiences, building portals that engage, align to brand and ensure maximum productivity and ROI.

Enterprise social

Research shows that employee satisfaction thrives in working environments where modern collaboration tools enable ideas sharing and innovation. We can help you get more from enterprise social tools, ensuring the tools fit naturally within your corporate culture whilst retaining governance and control.

Applications

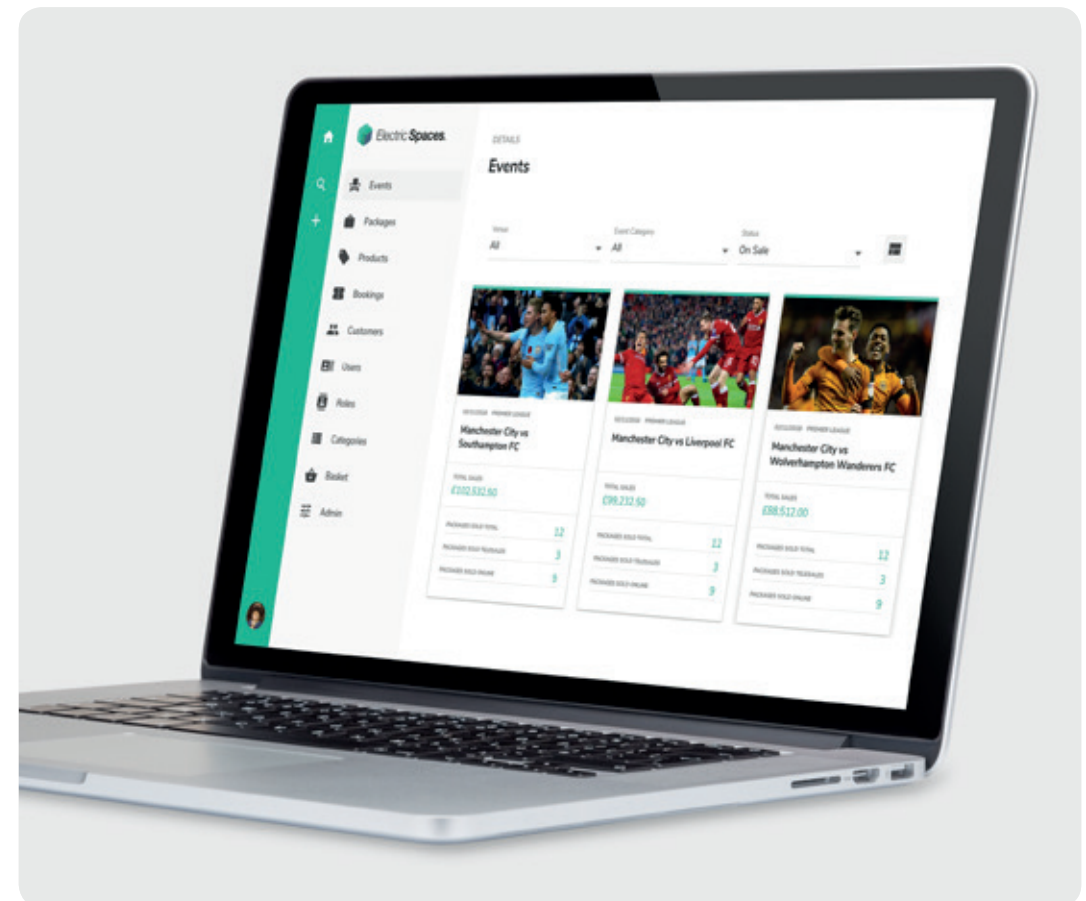
Business applications underpin every process, every task, every team member in your business. They can transform your organisation and foster productivity through enhanced collaboration, greater insight or streamlining of process.

Whether you're looking to discover new ways of working or if you're legacy application estate is holding your business back, we have the breadth of skills to support you.

Your business is unique and sometimes packaged technology isn't right for the job. Ricoh have a wealth of skills in the latest development tools and intelligent cloud solutions, and can work closely with you to ensure that we develop a solution that fits perfectly to your people, processes and business objectives.

Our development methodology, delivers functionality and ROI quickly whilst providing the ability to respond to rapidly changing business requirements. Once your solution is live, we can support and deliver it as a managed service, ensuring it does not place any additional burden on your internal teams.

- Application modernisation
- Systems integration
- Mobile applications
- E-Commerce applications
- Deployment, support and adoption
- Managed application platform
- Intelligent applications (AI, IoT, Predictive/Machine learning)



Data Platform

Experts in Data Platform consultancy, design and implementation, we help our customers get increased performance from their data and business critical applications.

Discovery

Organic uncontrolled growth of your server estate is common, leading to a disparate estate and the inability to unlock the true value of your data. Utilising our proven discovery tools we can get a clear view from which to build a strategy upon.

Support

We can provide support alongside Microsoft to ensure optimum performance and that your platform is effectively supporting business goals.

Health check

Using industry standard methodology we can get to the heart of your performance issues.

Optimisation

Our experienced Data Platform consultants can get your SQL Server estate operating at maximum throughput.

Planning

Looking in depth at your data, servers and applications whilst keeping your business requirements and goals at the fore-front of any strategy planning, we can work with you to find the right path for your organisation whether on premise, in the cloud or a hybrid solution.

“Data quality, availability and performance are critical to the success of your Information Management strategy. We can help you establish your future platform goals, aligning business requirements with current environment and performance to establish what you need to get there.”

Data and Information Governance

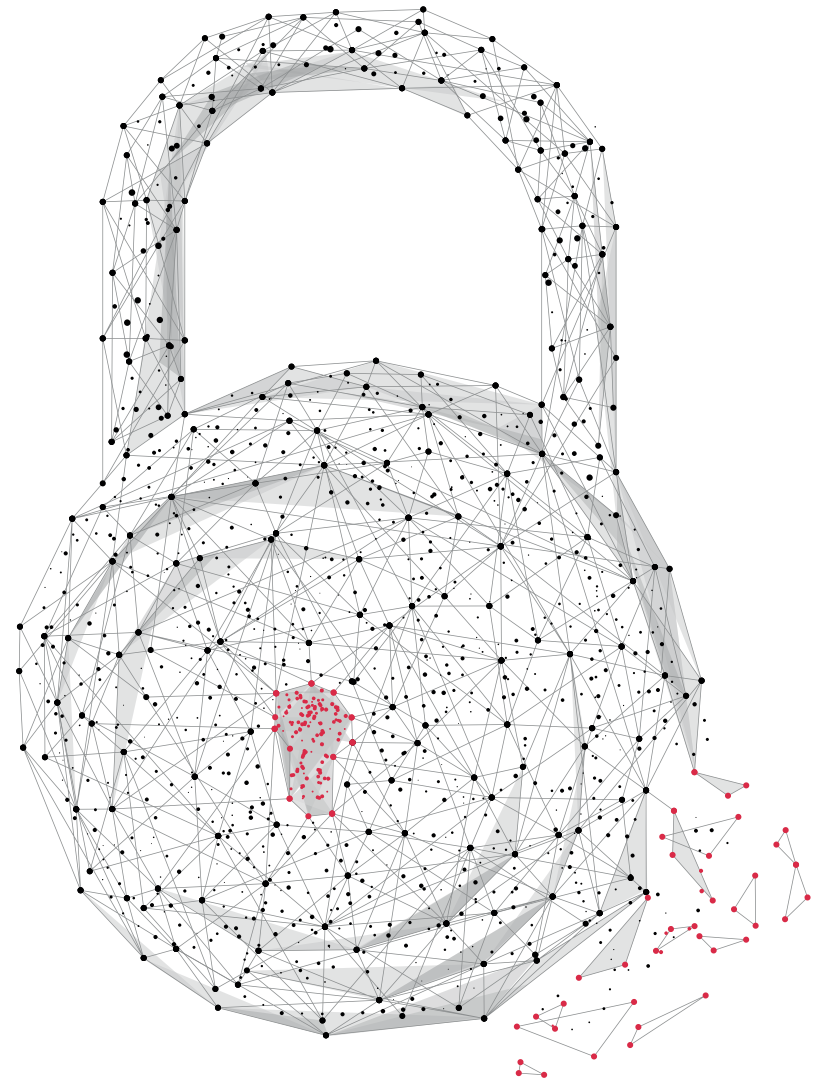
Consolidate, control and share within a secure, robust framework.

In the modern, digital age data and information governance measures have never been so critical, with the emergence of new cyber security threats and compliance measures such as GDPR. However, getting under the covers of your business information and managing how people share, distribute and secure confidential IP and customer information can be a big challenge.

Information governance is a management process providing oversight to ensure successful execution of your data initiatives by establishing policies, standards and objectives.

- Can be applied to one project or entire company information and data sharing strategies
- Can be started with one data type or multiple, complex information and data structures
- Can and should be extended to the enterprise

Our Information Architecture and Governance consultancy helps businesses develop a robust and accurate framework for data and information management, designed for your unique business requirements to keep your IP and confidential information protected and used by your people to drive productivity, without the risk.



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For more information on Ricoh IT Services please visit:



www.ricoh-europe.com/its



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