

Teknoforce Proactive Services
Network Support Services
Maintain Peak Performance

RICOH



efficient



predictable



automated



Ricoh Teknoforce Proactive Services

Maximize Network Uptime

Today's businesses rely on uninterrupted access to networks and data. Without a dedicated IT support team, businesses are often left struggling with compromised networks, network outages, last-minute patches and expensive break-fix maintenance — any of which drains productivity and puts revenue at risk. Teknoforce Proactive Services from RICOH® puts an end to this reactive cycle, giving businesses a cost-effective way to address potential IT issues before they cause downtime — and the peace of mind that comes from protecting critical assets. Reduce spending, increase employee productivity and overcome IT issues faster with Teknoforce Proactive Services — all for a fixed, predictable monthly fee.

Protect Your Network

- A new computer virus is detected every 18 seconds. Teknoforce Proactive Services proactively installs patches and anti-virus updates to identify viruses and safeguard your network without requiring employee interaction.
- Approximately 4,800 new viruses are born every day. When a network goes down because of an e-mail-based virus, the average cost to a small business is \$1,200 per hour. Teknoforce replaces this ongoing risk and potential expense with around-the-clock availability of IT experts for a single, affordable and predictable monthly fee.
- At least 45% of all e-mails are junk and many of those bear viruses. Teknoforce Proactive Services ensure that patches and anti-virus updates to your network are completed — shielding your employees and your network from unexpected downtime.

Teknoforce Proactive Services

- 24x7 Remote Monitoring
- Teknoforce Help Desk
- Ticket Management
- Anti-Virus and Anti-Spyware Software
- Web-based Reporting
- Server and Workstation Optimization
- Monthly Reports
- Privileged Operating System and Server Updates
- Desktop and Server Patching
- Active Directory Administration and Maintenance
- File, Folder and Share Administration
- Security and Network Policy Enforcement Administration
- Privileged Third-Party Software Updates
- Technology Plan
- Consulting

Control Performance Expertise Value

Increase Employee Efficiency

Teknoforce Proactive Services help ensure that your staff spends more time working and less time troubleshooting the network — and keep productivity running high.

- Resolve most network server and employee workstation issues without ever having to place a call. If a call is needed, remote access tools enable Teknoforce experts at the Managed Services Operations Center to resolve 75% of all issues quickly and effectively, without an on-site visit.
- Give employees one simple contact for responsive, expert answers to their technical questions with the Teknoforce Help Desk. A Web-based ticket management system makes it easy to track the status of outstanding issues online.

Enhance Network Performance

Teknoforce Proactive Services keep your network in peak condition.

- Monitor the network with non-invasive probes that track the activity of your workstations and servers every minute of the day.
- Analyze your network health with an Executive Summary and Network Health Score. Individual items are scored 0% (lowest) to 100% (highest) and include key information such as patch status, anti-virus software, event/firewall logs, alarm notifications and backups completed.
- Manage and improve network health through automated preventative maintenance activities, ensuring network security and availability.

Enable Business Continuity

Teknoforce Proactive Services identify, correct and manage network issues before they affect your productivity.

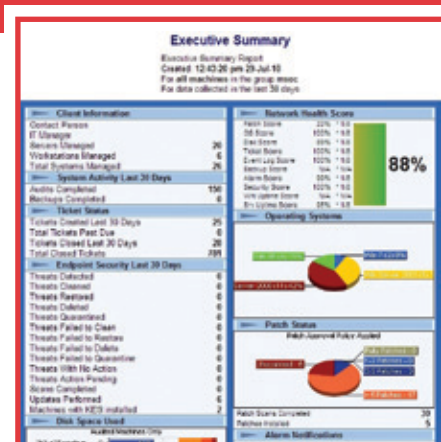
- Schedule performance management activities to ensure your network is operating as efficiently as possible.
- Monitor and optimize your network through intelligent learning agents that watch for issues, resolve bottlenecks and help maintain peak performance.
- Keep employee productivity high with anti-virus security and software patches that are applied immediately with our remote desktop tools.

Predictable and Affordable IT Costs

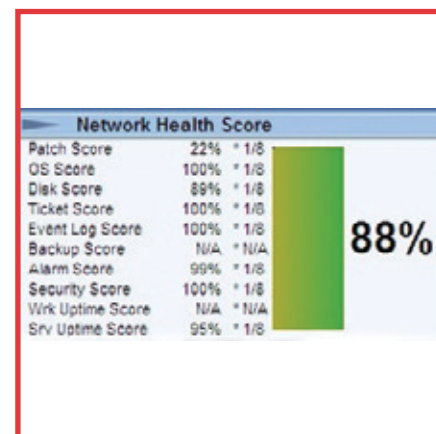
With Teknoforce Proactive Services, pay only for what you need and keep expenses consistent.

- Pay a fixed monthly fee for support and maintenance calls to the Teknoforce Proactive Services help desk*.
- Get immediate access to world-class IT support without building a staff or investing in management tools and reporting systems. Ricoh's Managed Services Operations Center monitors and analyzes network activity 24 hours a day/7 days a week, detecting issues and determining whether or not they can be addressed remotely, before problems occur.
- Expect rapid local response from a team of over 1,700 Teknoforce experts — with more than 2,000 combined certifications — covering every major market in the United States.

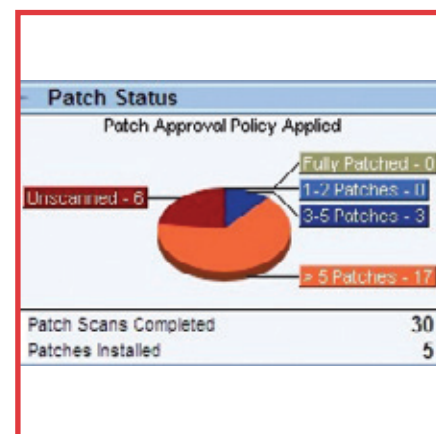
*Extra charges may apply for additional support services.



The Teknoforce Executive Summary provides a comprehensive view of your network status and associated system activity.



The Executive Summary includes an at-a-glance Network Health Score — providing a measure of overall condition and robustness.



Limit risk to network servers and employee workstations with automated patches that prevent viruses, spyware and malware.

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Extend Equipment Life

Teknoforce Proactive Services save time and money by ensuring that your equipment lasts.

- Pinpoint hardware threats before they inflict damage to your IT infrastructure, using proactive network monitoring and maintenance.
- Optimize network performance with routine maintenance, patches and anti-spyware — and delay the need to spend money adding or replacing hardware.

“Historically, 50 percent of businesses without an effective business continuity plan ultimately fail in the wake of a major disruption.”*

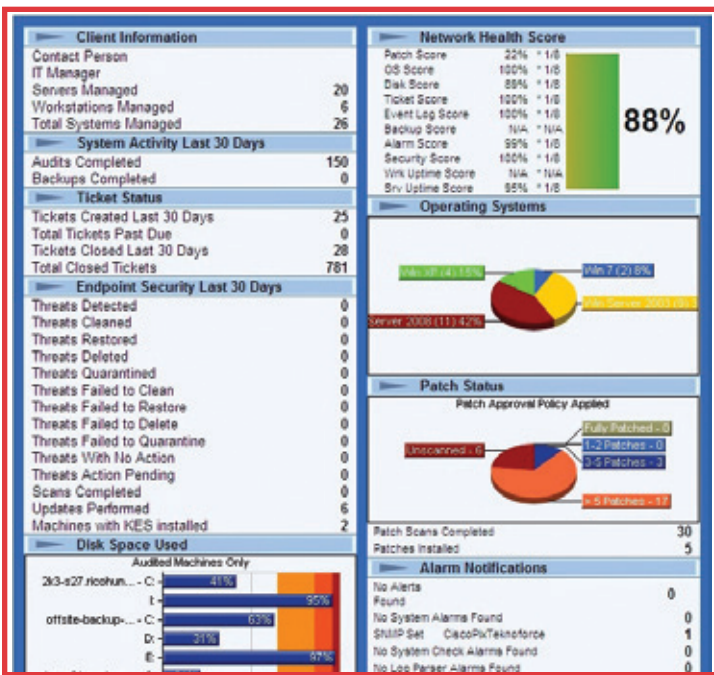
Ricoh Teknoforce Proactive Services automate backup processes and disaster recovery options to safeguard your critical data files and help secure the health of your business.

* Deloitte Touche Tohmatsu Limited, April 2, 2008

Backup and Recover Critical Data

Add optional Teknoforce Backup and Disaster Recovery (BUDR) to your service plan for **comprehensive, reliable and cost-effective server and workstation protection.**

- Prepare for unexpected and potentially disastrous disruptions to your network. Teknoforce Backup and Disaster Recovery services provide real-time automated disk remote backup, disk imaging, file level remote backup and bare metal restore for Windows® servers and workstations.
- Rely on Ricoh’s certified administrators to monitor and manage the entire backup process from a single Web-based interface. Our solution features fully-automated real-time backup and off-site replication, streamlined recovery and efficient backup cycles.
- Rest assured that your network and digital assets are reliably backed up — virtually every system and all data on your network can be protected.
- Rebuild a downed system. Unlike conventional file-based recovery products, Teknoforce creates an image of the entire system state — including operating systems, business applications, user settings, drivers and data.



The Teknoforce Proactive Services Executive Summary report gives your organization an overview of workstation and server activity on your network.

- **Network Health Score** – An at-a-glance average of the health of your network where individual report items are scored 0% (lowest) to 100% (highest).
- **System Activity** – A guide for investigative and corrective action, this tool identifies devices with failed backups and devices with hardware and/or software changes.
- **Server Update** – Identifies the amount of time servers have been online without failure. Low scores may indicate power or connectivity issues.
- **Operating Systems and Disk Space Used** – Lists the different Windows® operating system platforms and the amount of unused disk space on devices, thus enabling your business to right-size devices and add to your technology plan.
- **Patch Status** – Details the number of patches installed, missing, denied, pending and failed.

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www.ricohteknoforce.com

Bringing Ricoh Value to Your Organization

Ricoh offers a diverse portfolio of solutions to help your organization stay competitive and move ahead. Let Ricoh show you how to empower your business to improve critical processes, keep information secure, support compliance initiatives and promote environmental sustainability while reducing the total cost of ownership.

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