

Teknoforce Proactive Services

Increases Employee Productivity

"Teknoforce Proactive Services has given us much more time to do additional work, in keeping clients, in customer service, in prospecting,"

Martha Scott, Director of AMS Operations, Trustway Insurance Agencies, LLC

"With the remote troubleshooting/remote access capabilities, I no longer have to take time out of my day to fix issues. I have gained 10-15% more time in my week to focus on my work while being assured that my systems are being monitored and any issues handled."

Heide M. Kempf-Schwarze, Property Manager, Unilev Management Corp.

Enhances Network Performance

"Everything with regard to using my computer was aggravating. With the review (health check) and new equipment, I can now get at my information quickly."

Ken Griffin, Secretary/Treasurer, Clearwater Concrete and Masonry

"Downtime means manual operations, potential for recording incorrect information, and potentially lost revenue. With Teknoforce Proactive, our uptime has improved, and rather than just fighting fires, our operations have become more efficient."

Vicki Baglivo, Controller, The Michelangelo

Enables Business Continuity

"If our bid/proposal information or our financial information were lost, I wouldn't be able to run my business. Now with reliable system back-ups I no longer have to worry."

Ken Griffin, Secretary/Treasurer, Clearwater Concrete and Masonry

"I would rather pay for backup/disaster recovery services and never need it than not pay for it and subsequently lose my server and all my information – better to be safe than sorry."

Heide M. Kempf-Schwarze, Property Manager, Unilev Management Corp.

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 — all of which drain productivity and puts revenue at risk.

Teknoforce Proactive Services from RICOH improves network health and employee productivity by reducing network risk, improving network security, and ensuring data availability, 24 hours a day, seven days a week.

Automated remote monitoring tools identify, correct and manage network problems before they impact an organization. Routine maintenance and monitoring identify system risks and threats before they inflict extensive damage to a system and network infrastructure.

A dedicated technical support help-desk, remote workstation/server access and a ticket management system provide responsive, expert help and on-site services when needed.

Optional Teknoforce Backup and Disaster Recovery (BUDR) services provide comprehensive, reliable and cost-effective server and workstation protection.

Teknoforce Proactive ... One predictable, fixed monthly fee, enabling a budgetary plan for IT maintenance, back-up and disaster recovery.

Net net,
we're good good.



For more information, contact us at 1-877-32-FORCE or visit www.ricohteknoforce.com