

Your Guide to RICOH Cloud & Infrastructure Service Capabilities



The increasing digitalisation of business processes, including apps, devices and data, is disrupting organisations and the way they operate.

Most companies' existing infrastructures lack agility and flexibility but find themselves with the expectation to ride the digital wave and thrive in the new economy.

RICOH helps companies do exactly that by implementing the right mix of hybrid cloud solutions to provide efficient, scalable and secure infrastructure and services.

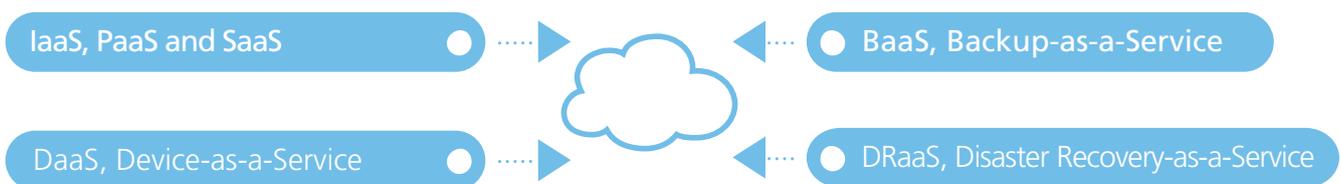
From consolidation, standardisation, automation and virtualisation of systems, our task is to deliver quality and consistent service, on-premises or cloud, to optimise costs for companies around the globe.

We have a local and international delivery network and certified technology experts that enable us to provide reliable, responsive IT support, regardless of the scale of your operations.

Services and Competencies

Cloud Consultancy and Professional Services. We offer optimal, on-premises or cloud-based infrastructure solutions that suit your business requirements – while removing costs and other resource burdens incurred from managing infrastructure services in-house. Let our experts support your transformation, so your IT staff can focus on initiatives that empower your organisation to compete in the climate of digitalisation.

Infrastructure, Network and Security Services. RICOH operates with data centres in different countries and provides private and public cloud services through hyperscale cloud providers. The portfolio includes standard and customer-specific products which are individually developed to meet customer requirements. Our services portfolio covers private and public cloud, Anything-as-a-service Solutions (XaaS), including:



Cloud Infrastructure Management. RICOH Remote Infrastructure Management Services provide a multinational end-to-end solution for organisations of any size. Our service management team based from the European Services Operation Center SOC in Warsaw combines industry-leading toolsets, processes and skilled analysts to ensure system availability, security and integrity.

RICOH support is available 24 hours a day, 365 days a year, managing all major vendors of server, storage, network and cloud-based infrastructure. Remote Infrastructure Management gives you access to a wide range of technical expertise, so you don't have to hire additional staff. We provide total cover whatever your needs are today, tomorrow or in the future. Our experts deliver the following services for on-premises, private and hybrid cloud infrastructure:

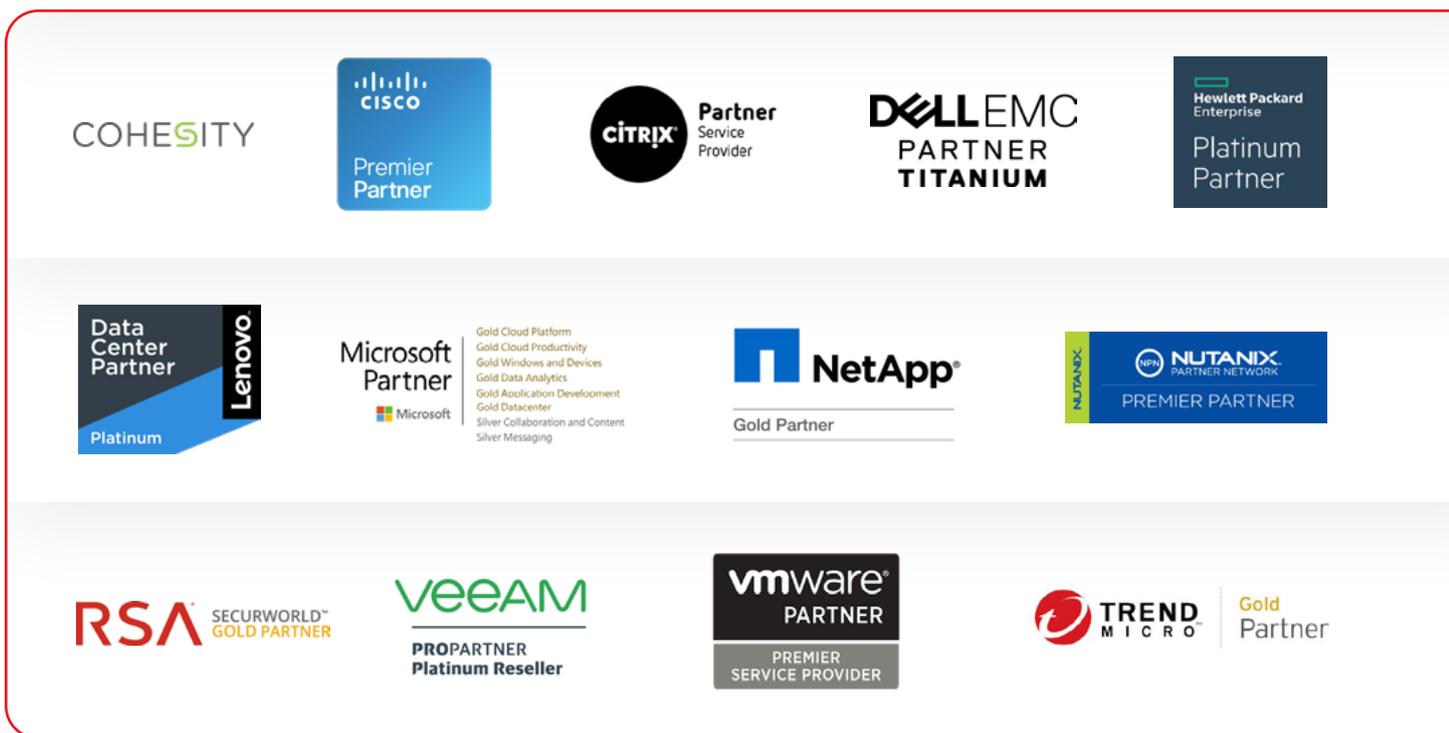
- ✓ Operations
- ✓ Security
- ✓ Availability
- ✓ 24/7 service desk
- ✓ System management contract services



The RICOH Ecosystem

We work in a fast-moving industry so we're always striving for excellence. RICOH continue to invest in our people to develop knowledge and broaden our capabilities. RICOH's partners and clients recognise that we work to the highest standards in mind, which is why they've endorsed RICOH with best-in-class vendor partnerships. This enables us to deliver the latest services, solutions, products and updates.

As a result, our customers get the best of RICOH's service as well as industry-leading systems and best of breed services in every one of our IT Service solutions. Some of the Hybrid Cloud Industry Vendor leaders RICOH partnerships include:



RICOH Value for the Customers



Reach, local touch and cultural fit. We're known for our field presence, our 5K field engineers provide wide reach and proximity, whether in commercial or delivery approach. Global in scope, RICOH continues to bring a local touch to all services, language, culture and assistance.



Consultancy approach. Our approach is to work with you to understand your business needs and objectives so that we can define the cloud journey that fits you best.



Vendor and architecture agnostic. We work with the major leading cloud providers, independent service vendors and innovators to develop tailored solutions that meet your needs and exceed expectations.



Unique skills use cases and customer stories portfolio. RICOH has grown cutting-edge, in-house skills and obtained the highest-level certifications from all major cloud vendors. Our teams are recognised for their proven capability to offer end-to-end cloud solutions and services that drive customer growth.

RICOH Cloud Infrastructure Services

Infrastructure as a Service (IaaS). We provide compute power, storage and network, including an administration interface from a highly available virtualisation stack. You can adjust the working memory, processor performance or data memory at any time.

Benefits: Customised virtual servers and the highest security standards

- ✓ High capacity virtualisation platform and underlying hardware components
- ✓ No more device lifecycle management and related investments
- ✓ Uninterruptible power supply and the highest security access controls

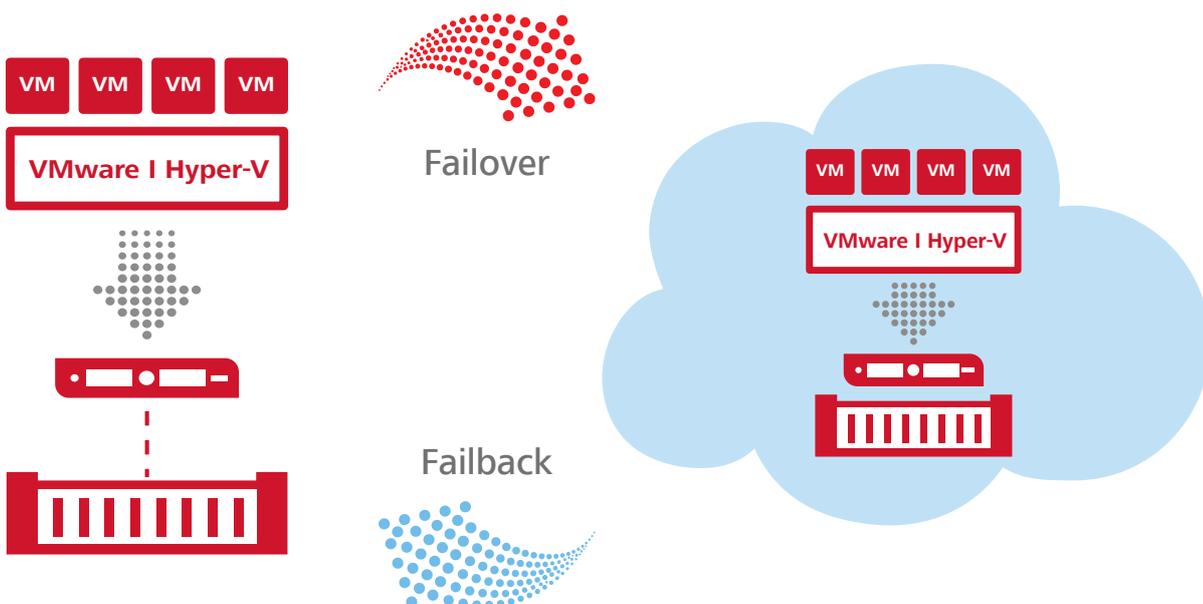
RICOH Cloud Backup. This service provides storage capacity in the form of a cloud based repository. You gain control to determine how to manage and configure backup jobs whether it's backup intervals or specified retention times. The outsourced data is stored in RICOH Cloud third-party data centres and we recommend a 3-2-1 approach where three copies of your data are backed up.

Two are backed up via two different media, while one version is outsourced.

Benefits: Data protection and control over managing and configuring backup jobs

- ✓ Boost data protection by moving your backup data to another location
- ✓ Manage backups and restores with your own Veeam instance
- ✓ Leverage your flexibility and independence

RICOH Cloud Disaster Recovery. RICOH helps you maintain your operation from our data centres in case of a partial or complete failure of your local information communication technology (ICT) landscape. Using cloud based backup & replication, you get storage capacity in the form of a virtual repository and reserve compute resources. This enables you to decide how to configure and manage your replication intervals or failover plans. You can also independently test your fail-over plan at any time and start your replication manually in an emergency.



Benefits: Increased availability, reduced risk of physical infrastructure failure and cost transparency

- ✓ Receive a highly available and professionally operated infrastructure
- ✓ Reduce your investment and maintenance costs of unused resources
- ✓ Minimize the interruption of critical processes

RICOH Cloud Files Sync and Share Service. We offer user-friendly and securely hosted file storage in our cloud that you can access via agents, web browser or mobile apps. You can define and manage authorisations and releases via the web portal and exchange files and folders with employees and external partners.

Benefits: Mobile security, data location knowledge and improved productivity and collaboration

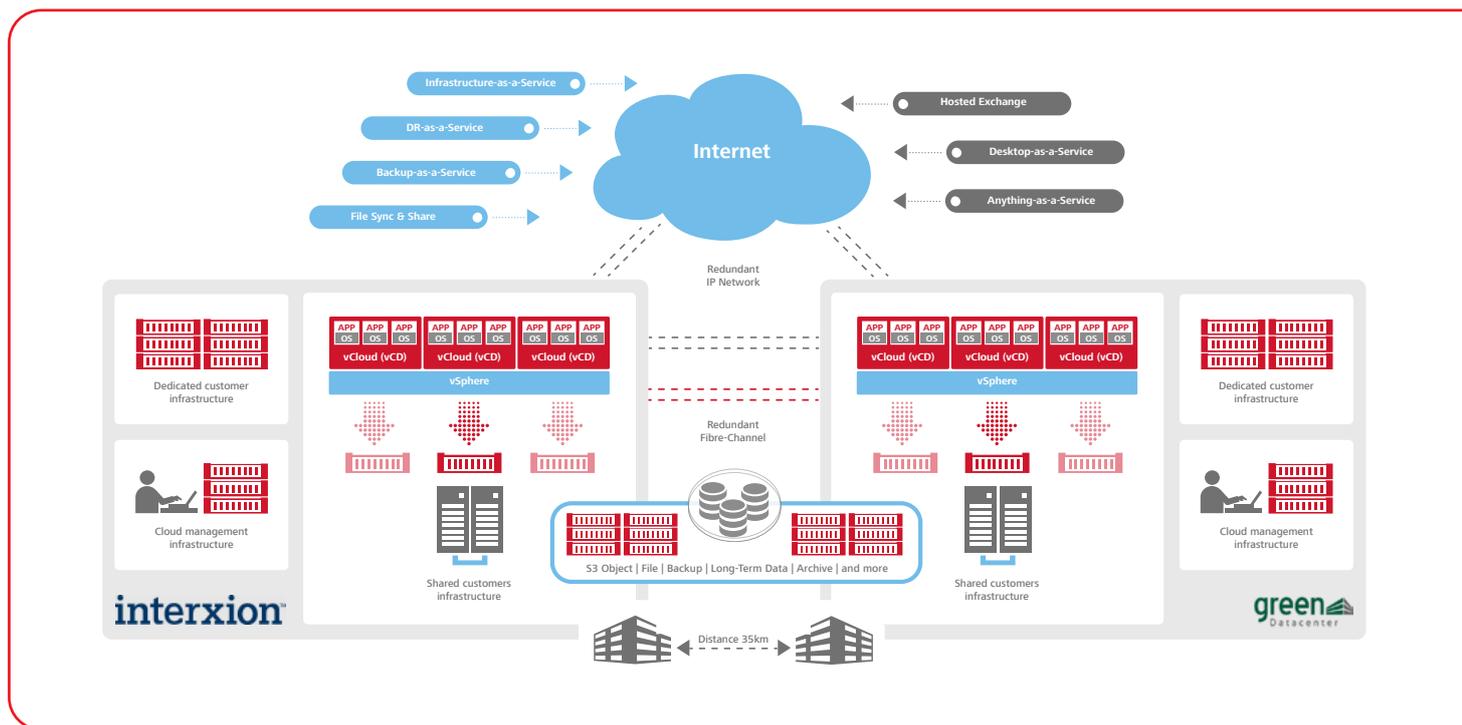
- ✓ Transform mobile devices, including BYOD, into a secure and private business platform
- ✓ Boost productivity and collaboration with easy data and file sharing between colleagues, customers and partners
- ✓ Know where your data is with a complete audit trail of user activities
- ✓ Get peace of mind knowing your data is stored in a trusted service provider's private cloud infrastructure

RICOH Cloud Platform in a Mixed Environment. Customers who use their own data centre services can also use RICOH Cloud to back up data, replicate data or choose a mix of the RICOH Cloud Files Sync and Share Service and IaaS to manage workloads.

Benefits: A variety of RICOH Cloud Services to choose from resulting in the right mix for your organisation

- ✓ Select a combination of our RICOH Cloud Services
- ✓ Leverage our high flexibility
- ✓ Let us define customised services that fit your requirements

The Ricoh Cloud Infrastructure Reference Architecture. RICOH Cloud Infrastructure Services, as an example, operates two data centres in Switzerland where we utilise two dedicated cells from two well-known data centre operators: Interxion and Green. As a “Swiss-Aware Cloud Provider,” all customer data is held exclusively in Switzerland. The two data centres are connected via path-redundant 10Gbit/s interlinks from Colt AG.



Latest data centre technologies

Interxion’s carrier neutral data centre in Glattbrugg comes with ISO27001/50001 & BS25999 certifications and is compliant with ITIL v3 and FINMA-RS 08/7 regulations. Besides ensuring the right climate conditions, power supply, fire protection, access and monitoring, the data centre undergoes an annual security audit with penetration tests, among others.

Green’s data centre in Lupfig is also carrier neutral with ISO27001 & BS25999 certifications and FINMA-RS 08/7 regulations compliance. It features air conditioning technology of the latest generation, redundant 40-megawatt power supply and self-sufficient emergency power supply for seven days. The data centre has an early fire detection system, 24/7 security personnel on site and is subject to an annual security audit with penetration tests, among others.