

# RICOH AV Managed Service

Managed service solutions for your  
Audio Visual estate



## Enhance business performance and relieve pressure on stretched IT services

### Make your meetings more productive

As work practices evolve, organisations are becoming increasingly reliant upon Audio Visual (AV) communication. With workers spending more time in meetings, effective management of the AV estate has become a business priority. Making meetings more productive for attendees, whether they are on site or joining remotely, is critical to business success.

### Outsource AV support services

To be accessible to a broad audience, your AV systems need to be effective, easy to use and well supported. No matter how complex the technology, instant-on is the new mantra. And, with your organisation's professionalism at stake, there can be no excuse for failure. As a global business that has been helping clients to work smarter for over 80 years, we are well placed to support you.

### Enhancing Services

- Proactively manage rooms and devices
- Automate background processes
- Smart scripting ensures room readiness
- Provide expert telephone/field support
- Reduce pressure on internal IT resource



## Projecting the right image

Your meeting persona speaks volumes about your business. Smartly professional is the order of the day. A five-minute delay whilst a presenter connects is unprofessional and could result in lost business. And a delay impacts upon every attendee. It is not just five minutes; it is five wasted and unproductive minutes for everyone involved in the meeting.



## Expert Support

- Consultancy and system design
- Procurement and implementation
- Management of physical and virtual meeting spaces
- Attentive helpdesk and field support
- Remote room and device management

## Augmenting your IT resources

Maintaining an effective meetings infrastructure is one of the biggest challenges facing businesses today. With rapidly changing technology and exponential growth in demand, configuring and supporting a diverse estate of AV devices can put a strain on IT resources. As one of the world's leading technology service providers, we can help.

## Managed AV services

Providing a one-stop shop for all of your communication needs, we can help you design cutting-edge conferencing solutions, implement collaborative tools that make meetings more immersive, manage your physical and virtual meeting spaces in a secure cloud-based environment, and expertly maintain your new and existing AV systems.

## Global service operation

We are ready to support your AV estate. We have an established global operation that delivers a complete portfolio of support services. We employ more than 30,000 certified service professionals in 200 countries and territories. And we utilise the latest service desk technology. Partner with us and you will gain 80 years of professional field services experience.



## Local expertise and support

Services are aligned at global and regional level. Our local service desk will extend first-line care to your business and arrange expert field support when required. And, with our dedicated European AV Network Operations Centre acting as a centralised knowledge base, you can be sure that your audio-visual network is in capable hands.

## Intelligent control platform

Bridging the gap between people, places and technology, our intelligent brand-agnostic control platform allows us to supervise your entire AV landscape. Monitoring all of your devices, meeting rooms and systems in real time, we can respond to problems as they arise and even resolve issues before they become apparent to users.

## Global Scalability

- Global service operation spanning 200 countries
- Support from 30,000 certified service technicians
- Established supply chain and parts management
- Service desk provides single point of contact
- Dedicated AV Network Operations Centre

## Professional AV Service Solutions

### ☑ Helpdesk support

Available 24/7, our experienced helpdesk staff ensure that incidents are recorded and quickly resolved.

### ☑ Central knowledge base

Our European AV Network Operations Centre acts as a centralised knowledge base.

### ☑ Remote diagnostics

Monitoring your devices in real time, we can detect, diagnose and resolve problems before they impact on usage.

### ☑ Room/device automation

Automating background processes, such as power-on/power-off, we can ensure that devices are ready for use.

### ☑ On-site support

Most issues can be resolved remotely but if required we will despatch a technician to provide on-site support.

### ☑ Asset register

We can maintain a detailed register that provides insight into the lifecycle and location of your assets.

### ☑ Warranty management

Providing a single point of contact for any issues, we will process manufacturer warranty claims on your behalf.

### ☑ Data analysis

Analysing your device and room data, we will help you manage your facilities and plan for the future.

# RICOH AV Managed Service

## Data-driven decision making

A customised dashboard provides an overview of your enterprise-wide AV estate, enabling you to support end-users in a way that has never been possible before. Providing actionable insights into room occupancy, meeting duration and device utilisation, it allows you to analyse trends and implement forward-looking solutions that drive business success.



## Tiered engagement programme

Recognising that every business has different support requirements, we offer a tiered engagement programme. With service options that include reactive helpdesk support, proactive remote monitoring, room/device automation and warranty management, you can choose the right level of support for your business, both today and tomorrow.

### Aligned to Your Business Needs

	Complete	Proactive	Reactive
Helpdesk support	✓	✓	✓
Central knowledge base	✓	✓	✓
Remote diagnostics	✓	✓	✗
Room/device automation	✓	✓	✗
On-site support	✓	Option	Option
Asset register	✓	Option	Option
Warranty management	✓	Option	Option
Data analysis	✓	Option	Option

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