

Case Study

IT Services



“We needed a solution that could work, that we could afford, and get it quickly. Ricoh did this.”

Paul Kinghan, Operations Manager, IGLOO

Project Summary

Client	IGLOO
Requirements	An IT provider that could work within strict deadlines and offer a complete IT solution.
Solution	IT Services from Ricoh Consulting for setup, monitoring and management.
Benefits	<ul style="list-style-type: none">• An IT solution that fits• Flexibility• Cost effective solution• Carefree IT• Ongoing support• Secure file transfer process



Case Study: IGLOO

Background

IGLOO is New Zealand's first pay-to-view digital television service.

The challenge

IGLOO is a new company that needed to develop all areas of their business including their IT. They previously signed with another provider who created a solution that was not fit for purpose and as a result, was not able to be used. So, a new IT provider was required to make up for lost time and offer a suitable solution, with a deadline of their new product launch looming.

The solution

Ricoh Consulting agreed with IGLOO on what their requirements were, Ricoh "made it work from there and worked quickly" explained Paul Kinghan, Operations Manager of IGLOO. A solution was offered with a variety of key IT features.

This solution included: setting up a server, email, a storage capacity of four terabits, a total user setup, antivirus / email scrubbing, onsite desktop and server support and a managed solution for switch, wireless and a firewall.

Benefits

An IT solution that fits

Ricoh Consulting was able to understand IGLOO's business requirements and interpret them into a working IT solution. The solution was implemented by Ricoh Consulting within the required time frame.

Flexibility

Paul explained that the solution was flexible with their company growth as they had "no idea how big we will be or how fast we will grow". This enables IGLOO to approach Ricoh Consulting anytime to discuss adapting their solution to meet their changing business needs.

Cost effective solution

Ricoh Consulting offered a cost-effective solution. For Paul, "the start up costs were flexible, we haven't had to sink a whole lot of money."

Carefree IT

Ricoh Consulting manage all aspects of the solution including problems, upgrades and requests. This includes 24/7 monitoring of the desktops and servers. "We don't have anyone technical, and Ricoh understands that, they come to us when they notice anything of concern" said Paul. This means that IGLOO are free to focus on their business and not worry about their IT.

Ongoing support

With onsite desktop and server support, IGLOO can contact Ricoh Consulting and one of the Ricoh team will visit IGLOO onsite if necessary. "Anything that goes remotely wrong we see one of the IT engineers pop on site and fix it pretty quick" said Paul.

Secure file transfer process

Ricoh Consulting created a custom built solution that enables IGLOO to securely transfer files between them and their marketing partner. This process is automated and monitored, therefore little intervention for future file transfers is required.

Why Ricoh?

Ricoh was able to understand IGLOO's requirements and offer a suitable solution within a short time frame. Paul said the key factor was that IGLOO "needed a solution that would work, that we could afford and get it quickly. Ricoh did this."