

Case Study

RICOH
imagine. change.

McDonald Real Estate



"In order to best serve our clients, our agents need to be truly mobile with full remote access to emails and data, backed up by a prompt and efficient support office. With Ricoh IT Services we've achieved this and more."

Daniel McDonald, General Manager

Project Summary

Requirements Simplify IT services and administration using cloud services for shared files and email, improve access to information across the business and between agents as well as improve remote access for agents via mobile devices.

Solution Instances of Microsoft Office 365 tailored to the agent's needs and a flexible Ricoh Finance arrangement for procurement and implementation; all covered by a Ricoh Managed Services contract at a fixed price per month.

Benefits

- The flexibility of cloud services, allowing business to be conducted anywhere at anytime.
- A remotely managed and maintained service.
- Predictable monthly costs.
- Proactive account management aligned with the company's strategic goals..



Case Study: McDonald Real Estate

Background

McDonald Real Estate was founded in 1912 and specialises in rural, residential, commercial and rental property throughout Taranaki.

With seven branches, McDonald Real Estate prides itself on having offices within each of the provincial communities it serves — from Waitara to Hawera.

The challenge

In the real estate sector knowledge is power, and agents need to be able to communicate with their clients quickly and efficiently in order to secure sales. McDonald Real Estate was looking to simplify its IT services, refresh current workstations and move to a cloud service to allow for improved information sharing and a common email system.

They were seeking an IT services partner who would bring the necessary skills and expertise to design and deliver a total solution, and to maintain and support the business in an ongoing capacity.

The solution

Ricoh IT Services worked closely with McDonald Real Estate to understand its requirements and to provide the end-to-end solution: This comprised of the procurement and build of the workstations, implementation of Microsoft Office 365 and Managed Services for the ongoing support and management of the desktop environment.

Benefits

- The flexibility of cloud services allowing business to be conducted anywhere at anytime.
- A remotely managed and maintained service.
- Predictable monthly costs.
- Proactive account management aligned with the company's strategic goals.

Why Ricoh?

"Our entire IT set-up was in need of a refresh, but as a medium sized company we could not justify employing internal IT support. Partnering with Ricoh has allowed us to get expert advice and systems that enhance the way we operate."

"Ricoh allowed us to finance the whole project in one easy lease, including the latest hardware which has been tailored to suit our business."

"Ricoh was able to offer support to our team remotely through their Managed Service offering, which has ensured help is only ever a phone call away."

"In real estate it's often the first on the scene that gets the business, so giving our agents the ability to access information without having to return to the office gives us an advantage in the field."

"The Ricoh team has been excellent to deal with. They worked with us to develop a system that connects our real estate family and we are continuing to discuss the very latest technologies as they become available."
Daniel McDonald, General Manager