

Case Study

RICOH
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Ray White Real Estate



"We've gone from frustration to flying in terms of internet speed."

Kate Major, Operations Manager

Project Summary

Requirements Quite simply: improve internet speed.

Solution A fibre-based solution delivering a 30M/30M internet connection, with the option to increase to 100M/100M if required, and unlimited data plan for national and international coverage. All covered by a Ricoh fixed-price Managed Service contract.

Benefits

- Faster access to business-critical online systems
- More productive staff
- Reduced frustration resulting in a happier workplace — for both staff and management
- A fixed-price Managed Service contract.



Case Study: Ray White Metro

Background

Ray White Metro (Christchurch) is the franchise's largest group in Canterbury. The Riccarton-based office has 33 staff who offer a complete range of sales and marketing services for residential and commercial properties.

The challenge

Ray White Metro is a growing office that delivers most of its services to clients via the internet. The Ray White system for listing and marketing properties is also online and where the agents spend a lot of time. Sluggish internet speed was the source of much frustration.

"The existing broadband line was a major bottleneck for staff and the cause of ongoing frustration."

Kate Major, Operations Manager

The solution

Ricoh IT Services migrated the office to a fibre-based solution delivering a 30M/30M internet connection with the option to increase to 100M/100M if required. This included an unlimited data plan for national and international usage, all covered by a Ricoh fixed-price Managed Service Contract.

Benefits

- Faster access to business critical online systems.
- Reduced frustration resulting in a happier workplace for both staff and management.
- Increased staff productivity.
- Less time in the office, more time representing clients and selling property.

Why Ricoh?

"We have been using Ricoh's copier services for years and when our last IT company let us down we decided to try Ricoh's IT services and have been extremely happy with the service we have received."

"When they said they could help with our internet issues we jumped at the chance and are so glad we did!"

Kate Major, Operations Manager