

Case Study

RICOH
imagine. change.

Searells

IDEA
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PLAN
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ACTION

"The way Ricoh went about building the relationship with us, designing the solution and making it happen was refreshing and first class."

Glenn Morris, General Manager

Project Summary

- Requirements** Update the existing piecemeal IT system, enhance performance of the existing document management system, provide faster remote access for staff and deliver overall cost efficiencies.
- Solution** A future-proofed IT system with virtual server infrastructure and a Remote Desktop Service for full and fast remote access via a thin client technology—all covered by a fixed-price Ricoh Managed Service contract.
A workflow system that enables electronic management of client correspondence, plus improved cost recovery and disbursement tracking.
- Benefits**
- Known IT costs via a fixed price Managed Service contract.
 - A cost-effective system with reduced risk and increased performance.
 - Less physical space to house IT systems.
 - Increased performance and options for remote access.
 - A future-proofed business technology platform.



Case Study: Searells

Background

Searells is a firm of business improvement specialists and Chartered Accountants based in Christchurch. It provides a range of business advice and accounting solutions to businesses of all sizes with a vision to be the leader in driving business success for its clients.

The challenge

Searells was in the process of updating its practice management software and was experiencing issues with ageing server infrastructure and variable costs to support their critical, yet piecemeal, IT systems.

As an existing Ricoh copier and document management customer, Searells contacted us about sub-par performance of their document management solution, which led to the discovery of wider system issues.

The solution

We took time to understand the existing system and identified three main ways we could add value to Searells:

- Improving the performance of the existing document management system
- Introducing virtualisation
- Introducing a remote desktop server.

Underpinning these changes, the team also identified that a Ricoh Managed Service contract would benefit the customer by protecting their IT investment and providing certainty around monthly IT costs.

Benefits

- A customised IT solution that has future-proofed Searells' business and reduced the risk associated with maintaining a piecemeal network.
- Improved system performance.
- Reduced costs of hardware—one physical host provides the platform for three server tasks and better value from the document management software.
- Fast and reliable remote access for staff working with the accounting management and productivity software.
- One IT supplier with complete oversight of Searells' critical technology functions.

Why Ricoh?

"Ricoh's proposal wasn't the cheapest, and it wasn't the most expensive either. What set Ricoh apart from the rest of the pack was their people and the positive synergy the combination of their three specialist teams brought to the table."

"Putting in a new IT solution is expensive, causes disruption, takes up time, and is trying at the best of times so you need the best of breed working for you. We got it 100 per cent right choosing Ricoh."

Glenn Morris, General Manager