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Customer: Young New Zealanders Foundation

Project: Ricoh Ignite Monitoring

Products: Ricoh Ignite Service



Young New Zealanders Foundation is a national charity that helps children deal with bullying, abuse and suicide prevention. Its programmes are available through schools and aimed primarily at 10-12 year olds.

The challenges

Colin May, Operations Manager at Young New Zealanders Foundation, says: “We do not have an IT manager, so we needed someone who really understands the technical side of things and can manage our IT requirements.

We needed to cover our head office as well as several remote users across the country.”

Our solution

“Ricoh Consulting offered an affordable solution with their Ignite service. They usually access our system remotely to fix problems, or if necessary will come to our office. Ricoh has put together a very strong team across this service.

They are pragmatic and solutions-focused. They’ve helped us deal with a range of IT issues and with future-proofing our IT infrastructure,” explains Colin.

Benefits

“Our primary driver is having a quick response to IT issues. Every hour of downtime costs us around \$1,000 in missed charity calling, and with Ignite we can minimise downtime as much as possible,” says Colin.

“Another key benefit for us is that Ricoh offers a predictable and scalable IT cost structure. Per seat charging means that we only pay for what we really need and don’t have large up front costs.”

Ricoh Ignite: your simple, cost-effective solution

Predictable costs

Ricoh Ignite services are based on a ‘seats’ or device approach. We fix a price per device, along with the level of service you require (see below). And that’s all you’ll pay.

Scalable to your business

We allow you to easily add or remove devices from your contract, and review your service levels every six months. This makes it easy to predict your future IT costs as your staffing levels or business needs change.

Choose your level of support

You’ll only pay for the level of support your business needs. The options range from our Ignite Lite version, which is monitoring-only; through to full on-site servicing 24/7.

Free audit services

Ricoh Ignite provides the added bonus of free auditing; giving you complete visibility on your device usage. So you’ll receive constantly updated information on your entire IT inventory; all at no extra cost.