# Case Study

**RICOH**
imagine. change.

## James Group



## BACKGROUND

Founded in 2012, James Group is a family-owned and operated real estate business focusing on the South Auckland commercial and industrial property market.

## THE CHALLENGE

James Group had enjoyed considerable growth over the last few years and needed the resources and systems in place to deal with the subsequent demands and pressure. This was crucial in ensuring that they maintain their success and remain a market leader.

## THE SOLUTION

Ricoh proposed to move James Group to a 100% cloud solution to help with their soaring growth, including:

- Full Office 365 integration
- Enhanced Data and network security
- Predictability of cost
- Always-on connectivity
- Agile working environment with 24/7 remote access

## WHY RICOH?

"Through partnering with Ricoh, it's helped us to grow a lot faster, maintain our existing business relationships and those old school channels - there's still no substitute for face-to-face," says Blair James, director of James Group.

"
## They (Ricoh) helped open our eyes to a whole different way to do business.
"

*Blair James, director*
*James Group Ltd*

## BENEFITS

- **Real time communication**
  Always-on connectivity allows for information to be accessed by any member of the James Group team, wherever they are and whatever the time of day - allowing them to stay connected to the network whilst out speaking with customers.

- **Customer satisfaction**
  "We can prepare documentation on the spot, we can send them information from anywhere and we can keep in contact with and update our landlords and vendors all the time," Alistair Billing, Senior Commercial and Industrial Broker, James Group.

- **Single source hardware procurement**
  Ricoh provides James Group with a dedicated source for technology hardware, ensuring that they can keep pace with industry trends and procure devices that will suit their flexible work environment.

- **Predictability of cost**
  Ricoh is one of the few IT providers in New Zealand that can provide a truly fixed-price service. Required services can be bundled into easy monthly payments; so clients know exactly what their IT function will cost with no surprises, unscheduled costs or budget blow-outs.

- **Reliable and flexible cloud-based data store**
  Harnessing the latest cloud-based infrastructure incorporating Microsoft Office 365 to redress James Group's reliance on an insecure and static network and a remotely inaccessible on-premise storage device.

**JAMES** **GROUP**