

Teknoforce Labor Support Plans
Network Support Services
Expert Help, On-Demand Delivery

RICOH



flexibility



confidence



protection



Ricoh Teknoforce Labor Support Plans



Cost-Effective Network Defense

Today's IT departments are managing larger networks, more users and more complex environments with fewer resources than ever. Smaller organizations must maintain business continuity and uptime without dedicated IT staff. Across the board, security threats are increasing and budgets keep shrinking. Teknoforce Labor Support Plans from RICOH® offer a practical solution. Available in eight affordable options, these plans deliver the extra IT help you need—exactly when and where you need it.

Fast, Flexible Support

Teknoforce Labor Support Plans let you deploy our IT experts to assist with a wide range of support services as your needs dictate.

- Detect potential failures, memory problems and other issues before critical errors occur with remote Windows® server monitoring. Teknoforce Help Desk technicians solve the majority of issues remotely.
- Combine remote monitoring with on-site support to resolve problems that require hands-on maintenance. Our technicians receive alerts via e-mail, travel to your facility and resolve the issue—an ideal situation for errors that occur overnight.
- Call on Teknoforce experts to perform a wide variety of IT services, from PC maintenance to security analysis to network design, installation and configuration.
- Get instant help during peak periods, transitions, upgrades or other critical times. Offloading tasks to Teknoforce frees up your department to focus on top priorities.

Unparalleled Convenience

Whether you manage an IT department or own a small business, Teknoforce Labor Support Plans are a smart choice.

- Augment your existing IT team, arrange for backup support or increase your team's overall productivity—without adding headcount.
- Call our Teknoforce Help Desk and talk to an IT professional with 24/7 availability—an invaluable insurance policy for SMBs.
- Gain peace of mind and ensure continuity. The Teknoforce team frequently solves critical problems during off hours before users arrive the next day.
- Reduce total cost of ownership. Labor Support Plans offer predictable quarterly costs and let you avoid investments in management and reporting systems.
- Simplify IT management in smaller organizations with a single point of contact and accountability for all network issues.
- Consolidate support to one nationwide provider, eliminating the need to deal with multiple local vendors.

Dedicated IT Experts

Teknoforce offers what few others can: extensive national coverage with local support, plus 24/7 remote monitoring and maintenance.

- Get results without a service call. The Ricoh Managed Services Operations Center resolves up to 76% of calls remotely.
- Expect rapid response virtually anywhere in the U.S. from more than 1,500 technicians with more than 2,000 IT certifications.
- Eliminate wait-time. Users get help instantly with remote maintenance. We use the BOMGAR desktop sharing tool, an industry standard among Fortune 1000 IT departments.

The Teknoforce team establishes a secure connection with your PC or servers to diagnose and resolve many issues remotely—without the cost of a service call.



On-site support is delivered by highly qualified IT professionals who are dispatched immediately when problems arise.

Labor Support Plan Options*

Bronze (40 hours/year)

- One probe for remote Windows server monitoring
- 10 hours/quarter on-demand IT maintenance via remote Help Desk or on-site field technician

Silver (80 hours/year)

- One probe for remote Windows server monitoring
- 20 hours/quarter on-demand IT maintenance via remote Help Desk or on-site field technician

Gold (160 hours/year)

- One probe for remote Windows server monitoring
- 40 hours/quarter on-demand IT maintenance via remote Help Desk or on-site field technician

Unlimited

- Minimum 50 devices
- Advanced monitoring probe
- Unlimited hours/quarter on-demand IT maintenance via remote Help Desk or on-site field technician

Remote Service Plans* are also available

*All plans require a one-year commitment.