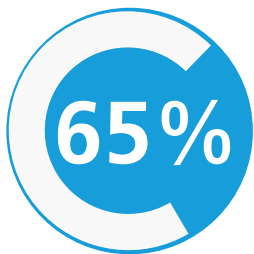




Are you prepared to prevent incidents  
in your operations and minimize financial impacts?



# Challenges of IT services in LATAM companies



of a workday's time, information security leaders spend on non-technical and operational activities, rather than focusing on being more strategic in preventing security threats.

[What Does It Mean To Lead Security In 2022? \(forrester.com\)](https://www.forrester.com/What-Does-It-Mean-To-Lead-Security-In-2022/)

Companies are accelerating their digital transformation as a determining factor for their growth and survival in an increasingly competitive market that demands constant innovation. However, a large part of IT departments spends more time on operational activities, instead of focusing on establishing strategies to adapt the business to this ever-changing digital era.





## For this reason,

looking to be more efficient, IT departments find themselves facing different challenges:

- Make the business always available and connected to its customers.
- Minimize information security risks.
- Achieve simple, efficient, and secure remote work that maintains proactive business continuity.
- Immediate IT support anytime, anywhere for your employees and end customers.
- Incident Attention and Resolution.
- Proactive monitoring.
- Keep IT operations up and running with the least financial impact.
- Predictable and scalable costs.
- Improve response times.
- Have specialized personnel for all the different technologies that support the operation of the business.



A man with a beard and a woman in business attire are standing in a modern office environment. The man is holding a laptop, and the woman is pointing at the screen. The background is filled with digital elements, including binary code (0s and 1s) and a bar chart, suggesting a focus on technology and data. The overall color scheme is dark with blue and red accents.

**Focus on your business,**  
while at Ricoh Solutions Hub we support  
you in accelerating your digital transformation.



“In recent months, the adoption of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) has grown 30% pointing to the search for flexible solutions that enable new business processes and agile responses to the needs of operations” IDC Mexico, Article “Investment Surges for the next 5 years in IT Infrastructure”. **IT Infrastructure Investment Surge for the Next 5 Years: IDC**

Companies are increasingly managing multiple devices, multiple operating systems and multiple vendors, and managing multiple computers, operating systems and multiple vendors has become a growing challenge for organizations. **Digital transformation** has made IT systems more exposed to risks that affect productivity and business performance, but it is necessary to grow and adapt the business to the new digital era.

Therefore, **Ricoh Solutions Hub**, is the extended arm of your business that offers you an intelligent service that combines specialists, tools, and world-class processes to implement and manage your devices, providing you with permanent remote monitoring, operation and support in order to minimize information security risks and protect data to counteract external threats, when and where you need it. This way, your IT department can focus on more strategic activities for the growth of your business.

We have certifications that guarantee the quality of our operations and services:

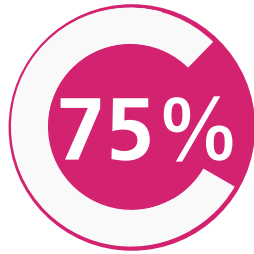




How does

# Ricoh Solutions Hub

support you in freeing yourself  
from repetitive tasks and inefficiencies?



of organizations worldwide believe that the IT workforce will not grow at the same accelerated pace as will be required by the rapid increase in the adoption of new technologies. **IT Infrastructure Investment Surge for the Next 5 Years: IDC**







## **From Ricoh Solutions Hub**

we are an extension of the CIOs, IT Managers and operational IT staff looking to free them from repetitive work and manual processes to achieve greater efficiency and focus on business objectives.

The services offered by Ricoh Solutions Hub are provided by certified specialists and cover a wide range of IT departments' requirements throughout the lifecycle of the devices, from configuration and deployment in the locations where they are needed, 24X7 remote end-user administration and support, IT management services to detect potential security threats before they occur, to device relocation or disposal.



**Explore more  
details of our services:**



## **SIT Management Services**

Simplify infrastructure management and ensure your technology remains stable, secure and available:



### **Device management**

Focus on your business while we deploy, monitor, and manage your PCs and mobile devices 24 hours a day, 7 days a week, 365 days a year.



### **Server and network management**

Access all the network and server resources you need while significantly reducing infrastructure, maintenance, and upgrade costs.



### **Service Desk**

Enable your IT team to focus on executing your business strategy based on improvements and innovation for Digital Transformation, rather than providing day-to-day IT support by performing repetitive tasks.





## Managed Cloud Services

Find public, private or hybrid cloud solutions, disaster recovery services, cloud management and data center services. Take advantage of the scalability of cloud infrastructure to meet the current and future needs of your business, with no overhead.



### Cloud adoption services

We support you in establishing a “roadmap”, a strategy to improve cloud infrastructure scalability aligned to your long-term storage vision, while reducing costs and risks.



### Cloud Hosting

Take advantage of the advanced tools and scalable infrastructure of the public cloud. Maintain control of key systems with your own private cloud. Or do both with a hybrid cloud tailored to your business.



### Cloud Backup and Disaster Recovery

Take advantage of Ricoh’s disaster recovery solutions as a service to back up and protect your data. Achieve remediation in hours, not days.



### Cloud Migration

We support you in creating and planning your strategy to migrate from your local infrastructure to the Cloud.



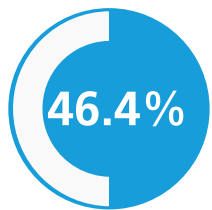
### Cloud Operation and Organization

End-to-end centralized management service for your “Multi Cloud” solution (public, private or hybrid), optimizing the use of your resources and associated costs.





## Cybersecurity Services



of companies had up to 5 successful cyberattacks in a 12-month period. Cyberthreat Defense Report.” CyberEdge Group. 2021.

Protect your organization against cyber threats with advanced industry solutions, 24/7 monitoring and remediation.

### We help you with:

- Risk Identification: Security Auditing, Vulnerability Assessment, Vulnerability Testing, Penetration Testing, Security Compliance.
- Perimeter security.
- Cloud and network security.
- End Point Security and Ransomware protection.



## Subsidiaries RICOH:

**RICOH Argentina S.A.**  
[www.ricoh-americalatina.com/es-ar](http://www.ricoh-americalatina.com/es-ar)

**RICOH Brasil, S.A.**  
[www.ricoh-americalatina.com/pt-br](http://www.ricoh-americalatina.com/pt-br)

**RICOH Chile, S.A.**  
[www.ricoh-americalatina.com/es-cl](http://www.ricoh-americalatina.com/es-cl)

**RICOH Colombia, S.A.**  
[www.ricoh-americalatina.com/es-co](http://www.ricoh-americalatina.com/es-co)

**RICOH Costa Rica, S.A.**  
[www.ricoh-americalatina.com/es-cr](http://www.ricoh-americalatina.com/es-cr)

**RICOH Dominicana, S.R.L.**  
[www.ricoh-americalatina.com/es-do](http://www.ricoh-americalatina.com/es-do)

**RICOH El Salvador, S.A. de C.V.**  
[www.ricoh-americalatina.com/es-sv](http://www.ricoh-americalatina.com/es-sv)

**RICOH Guatemala, S.A.**  
[www.ricoh-americalatina.com/es-gt](http://www.ricoh-americalatina.com/es-gt)

**RICOH Mexicana, S.A.**  
[www.ricoh-americalatina.com/es-mx](http://www.ricoh-americalatina.com/es-mx)

**RICOH del Perú S.A.C.**  
[www.ricoh-americalatina.com/es-pe](http://www.ricoh-americalatina.com/es-pe)

**RICOH Panamá, S.A.**  
[www.ricoh-americalatina.com/es-pa](http://www.ricoh-americalatina.com/es-pa)

**RICOH Puerto Rico, Inc.**  
[www.ricoh-americalatina.com/es-pr](http://www.ricoh-americalatina.com/es-pr)

## Centros de Distribución:

**RICOH Distribution Center  
Panamá**

**RICOH Operations Center  
Uruguay**  
[www.ricoh-americalatina.com/es-uy](http://www.ricoh-americalatina.com/es-uy)

## Dealers Authorized:

**BRC Printing, Belize**  
<http://brcprinting.com/>

**Cariburo, St. Martin (French)**

**Copiadoras Ecuatoriana CIA Ltda., Ecuador**  
<http://www.ecuacopia.com/>

**Copy Solution International S.A., Dom. Republic**  
<http://www.grupocsi.com.do/>

**D.O.S. 2009, Ltd, Jamaica**  
<http://dosjm.com/>

**Dima Ltda, Bolivia**  
<http://www.dima.com.bo/>

**Dimacofi S.A., Chile**  
<http://www.dimacofi.cl/>

**Diplux de Venezuela C.A., Venezuela**  
<http://www.diplux.com.ve/>

**Estratec S.A. de C.V., México**  
<http://www.estrateg.com/>

**External Market S.A., Argentina**  
<http://external-market.com.ar>

**Hermoso y Vigil S.A., Nicaragua**  
<http://www.hermosoyvigil.com.ni/>

**J. Fleischman y CIA, Paraguay**  
<http://www.jfleischman.com/>

**John Bull Business Center, Bahamas**

**Kirk Office Equipment, Cayman Islands**  
<http://www.kirkoffice.ky/>

**Amaranth Business Solutions Limited, Trinidad/Barbados/ Jamaica**  
<http://www.amaranthbusinessolutions.com>

**Microtech Sales and Service Ltd., Bahamas**

**Multipost, Curacao (Netherland Antilles)**  
<http://www.multipost.com/>

**Office Star, Haiti**  
<http://offistar.net/store/>

**Plus Ultra, Uruguay**  
<http://www.plusultra.com.uy/>

**Sistemas Operativos Argentinos S.A., Argentina**  
<http://www.sistemas-operativos.com.ar/>

**Suministros Técnicos S.A., Honduras**  
<http://sumitec.hn.cp-34.webhostbox.net/>

**Contact us at:**  
[www.ricoh-americalatina.com/en](http://www.ricoh-americalatina.com/en)





**RICOH**  
imagine. change.

Focus on  
**accelerating your digital transformation,**  
we support you to free yourself from IT issues to achieve it!

Contact us at: [www.ricoh-americalatina.com/en](http://www.ricoh-americalatina.com/en)