Ricoh Selects Unified Communications as a Service Solution from Claro Enterprise Solution,

Helping to Drive Their Digital Transformation Services

Ricoh is an international workplace solution provider that delivers digital transformation services designed to help manage and optimize information flow for their customers. Their team of experts focuses on empowering digital workplaces, specifically connecting people to information faster and more conveniently than ever. Ricoh's communications are a critical tool to their mission, allowing them to interact quickly and easily with customers and colleagues.

When Ricoh began investigating a new communications solution, they sought out a company that could deliver powerful communications technology, paired with a best-in-class support model that would guarantee seamless project implementation and long-term support. The solution was Unified Communications as a Service (UCaaS) from Claro Enterprise Solutions (CES).

Introducing Unified Communications as a Service From CES

CES' UCaaS solution is carefully architected to support enterprise digital transformation strategies utilizing collaboration and voice technologies. Specifically, the UCaaS solution delivers a consistent experience across devices, media, and platforms, at any location. It is scalable, allowing organizations to easily grow the number of users and functionalities. The UCaaS solution uses a cloud backbone to enhance business continuity and availability.

> "CES' consultative approach from pre-sales, project managers, and implementation engineers guaranteed that they understood our unique "pain points" and that our needs were effectively communicated. The result of their efforts translated into a solution that optimizes our organization's operations and ensures our new **UCaaS solution goes beyond our expectations.**"

Enhanced Customer Service Communication

Ricoh prioritizes customer service; they required that their new solution help deliver the same customer experience across all offices, including their international branches. The UCaaS solution met this need by providing the same mobility app to all Ricoh offices and employees. Using the mobility app, no matter which individual a Ricoh customer interacts with, they are now supported by the same seamless technology experience.

Understanding Ricoh's Unique Requirements

CES worked closely with Ricoh to understand their requirements and to help guide them through their decision-making process. The UCaaS solution required specific customizations to fit Ricoh's needs. To start, CES integrated the UCaaS regional platform (14 countries & 1600 stations) with Ricoh's existing Private Branch Exchange (PBX) infrastructure using a unified numbering plan. Next, CES leveraged local voice gateways to integrate with Ricoh's Public Switched Telephone Network (PSTN), followed by creating an integration with Lightweight Directory Access Protocol (LDAP - Customer Active Directory).

> "We were incredibly pleased that CES led with confidence and technological knowledge throughout the project. We are pleased to continue to grow our technological partnership with CES."

Long-Term Technology Partners

Ricoh wanted more than just a communications solution provider. They required a long-term technology partner, which they found in CES. To support Ricoh's ongoing support needs, CES delivered a single point of contact model for engineering, service delivery, and service assurance, including an international 24/7/265 Network Operation Center. CES' consultative approach ensured that they met every Ricoh pain point and guaranteed that the implementation met Ricoh's expectations by adapting to the urgency of their business. The final implementation allows Ricoh to strengthen and now grow international relationships.

"CES' UCaaS solution allowed Ricoh to move from a Capital Expense (CapEx) model to an Operating Expense (OpEx) model. The cost-effective offer paired with the high added value functionalities of the UCaaS solution exceeded Ricoh's expectations. "