

Disaster Recovery Services for Data, Print and Mail



Business Continuity Services delivered by Ricoh Consulting and Professional Services

Your employees and customers depend on you to be there in the event of a disaster.

The Current Situation

Floods, equipment outages, software failures, labor disputes, blackouts. None of us wants to imagine the toll that a natural or man-made disaster can take on your business. In the event that one or more of your business facilities are rendered unusable, how will your business survive?

In the event of a disaster, you need to be able to react in a timely manner. Your operations need to be up and running with minimal interruption and minimal impact on your clients. Your essential business communications must continue without error. To ensure the sustainability of your business, you need an actionable recovery plan that safeguards the integrity of your data and your ability to print, mail, and email. To make this happen, you need a trusted partner to put that plan in place.

Designed for Compliance

Together with our trusted partners, the service strives to meet the strictest control standards and implement best practices, which may include:

- SSAE 18 SOC Certification
- HIPAA Compliant
- PCI Compliant
- NACHA Compliant
- Visa Card
- FFIEC



Having an actionable recovery plan before an issue occurs is essential to the survival of your business. In fact, many clients today require their partners to have a solid plan in place before signing contracts.

The Secure Solution

Ricoh Business Continuity Services are delivered by a team of seasoned professionals with a proven track record. We work with your company to understand your business and assess your operations from end-to-end. With this knowledge and information, an experienced, detail orientated team will develop a Disaster Recovery and Business Continuity Plan that includes providing an alternative production site.

Your Disaster Recovery (DR) and Business Continuity Plans (BCP) will be managed through two data, print, and mail facilities in the United States with multiple accesses via wireless or landline connections.

Utilizing output from your current workflow, servers or backup archives, and via RICOH ProcessDirector™ (RPD) or other data flow, your critical documents will be directed to the data center for processing, review, approval, printing, mail, email, and web output during the declaration of a DR incident.

The DR plan will include a passive or active test process with document validation for all of your document programs. This includes data receipt, data security, process, print, insert, and sample validation, and delivery via mail, email, and online. This process will further allow for testing of your document modifications and configuration objects.

A Disaster Recovery Declaration Window will be determined by you based on your required Recovery Time Objective (RTO). The SLA will be

based on the test process established. Monthly testing will offer a 24-48 hour SLA; other test models will be a 48-72 hour SLA based on the required Declaration Window.

Summary of Main Security Features:

- Cloud-based data hosting allows the ability to produce and distribute communications to Multiple Data Centers with multiple cities for estimated 99.7% online up-time
- Confidentiality
- Virus Protection, Intrusion Prevention, Anti-spam, Web Filtering, Firewall, and VPN Technology
- Physical Security features designed to protect Client Data

Facility Security Features May Include:

- Data Access Control
- Public Access stored in an encrypted format
- Transmissions encrypted
- Business Continuity Plan including equipment redundancy and backup invocation
- SSAE 18 independent audited corporate communication centers and PCI/NACHA data compliance

Business Continuity Plan

This plan is designed to enable your essential business functions continue (or restart) in the event of unforeseen circumstances, normally a disaster of some sort.

Critical areas of business identified:

- Ricoh print engines including black, color and MICR
- Mail, email, and web delivery
- 24-hour active network availability monitoring and notification
- Multiple backbone providers
- Fire suppression via multiple sprinklers
- Redundant Liebert ventilation and cooling units
- Redundant UPS system designed for conditioned and consistent power levels

Internal Infrastructure

Upon invoking this Business Continuity Plan, the management hosting infrastructure can be switched to an internal Hosting Center. In the event that an I.T. facility causes the BCP to be invoked, all hosted clients will be officially informed (written and verbal) and given information on how they can access their hosted mirror site(s).

Equipment Redundancy and Backup Invocation

We offer bi-directional multi-site distributive print to mail and disaster recovery. This relationship provides print to mail, email and online presentment to name a few. Processing will be completed at an area facility which is online with a network of nationwide facilities.

View Critical Documents Online and Give Approvals

Only authorized users can view documents. Rigorous document handling procedures protect your documents from the time they leave your desktop until they are posted on the secure area at your website.

You can employ the document and online file approval process to view the documents. Only after your approval will they be completed and delivered.

Engineered as an “electronic file cabinet,” the website protects your documents with the latest security technology including:

- Scanning center and communications line to hosting site
- 256-bit encryption can be implemented for an increased security
- Firewall protection
- User passwords

Hot Site

As part of the service, you can receive audit reports of appropriate use and email notifications of inappropriate data use. Hot Site provides increased DR protection and an archive uptime.

Customer data is placed on Raid 5 arrays providing hot swap rebuild capabilities. In addition, backup is updated nightly and Electronic Hot Site capabilities are available in the facilities. For security purposes, servers employ industry-standard methods to monitor network traffic and to identify unauthorized attempts to upload or change information, or otherwise cause damage. If a customer system has been affected, notification is made based on escalation procedures. Determination is made as to whether a machine can be cleaned or needs to be replaced.

Account Services

Your account will be handled by your assigned account manager and trained support staff. Account Services is a department for customer support after implementation. It may provide immediate support for questions about data, website, or payments, or do research to resolve a question later. As required, Account Services may involve the appropriate IT, document design or staff specialist.

Web Support and Payment Support Call Centers

We offer a sophisticated call center system which tracks essential details including answer time, hold time and length of call. It also monitors any issues, which may deserve further attention.

Each account is assigned two customer service reps that are responsible for assuring orders or requests are processed on a timely basis, that availability information and delivery times are communicated to merchants and that any material issues beyond their scope are escalated to their immediate supervisors.

Training

Mock recovery trainings allow us to identify deficiencies and provide the opportunity to maximize your disaster recovery plan. These training drills include power outage situations that involve the usage of the backup battery packs, connection cables and generators. We consider many possible incident types and identify the impact each may have on your organization's ability to continue to deliver normal business services. This ensures that the elements of the plan are feasible, compatible and effective.

Multiple Locations

With multiple locations across the United States and the ability to leverage a variety of strategic partnerships, we offer the redundancy, business continuity and networks you need to get the job done. Move forward with confidence knowing your operations will run seamlessly and with minimal interruption. With Ricoh as your partner, you and your customers are always protected.

For more information and to see samples contact your local sales representative or visit Ricoh-USA.com

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras and industrial systems.

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