

Ricoh UK Products Ltd

Ricoh UK Products Ltd has a 35-year pedigree in both print manufacturing and innovation.

With premises in Telford and Stirling, it is developing cutting-edge digital manufacturing applications to connect Ricoh across the end-to-end supply chain.

It also aims to spearhead and drive innovation in the world of print to an ever-growing base of customers and partners as it develops the digital print applications and services of the future.

Challenge

With several different support contracts for disparate components within its data management environment, Ricoh's IT team often found getting the right support for their IT issues to be an issue itself. There was a drastic need for more simplified management.

Tom Barnes, IT systems specialist at Ricoh, said: "We initially had different elements of our Commvault data management environment supported through other suppliers, and our main challenge was managing all of those different support contracts. Not all the hardware and software were under one contract which made managing it all difficult and time-consuming."

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Industry

Print Manufacturing

Partnership Investment Timeline

- 2013:** Trading relationship began
- 2018:** CASP Support
- 2019:** 15TB Commvault Hyperscale appliance for Stirling
- 2020:** Large Spec GUARDiAN Appliance for Telford (5x Year Support)
- 2020:** Disaster Recovery (DR) Large Spec GUARDiAN Appliance for Telford (5x Year Support)
- 2021:** Metallic Office 365 Backup and Recovery for up to 750 users
- 2022:** Move to GUARDiAN Support

"If we had an issue with one part of the data management estate you had to speak to one supplier, if you had a different issue elsewhere you had to speak to another – it is an age-old problem that everyone in IT has. We just needed one hand to shake and that is why we started working with COOLSPIRiT," he said.

"One hand to shake has been our motto for GUARDiAN since its inception in 2019. Wherever we can help our customers to streamline their IT operations, we will – so our GUARDiAN team provides a single point of contact for any and all Commvault enquiries."

Alex Raben, CMO at COOLSPIRiT

GUARDiAN

RICOH

Solution

The relationship between COOLSPIRiT and Ricoh has evolved from a simple customer supplier relationship to a true business partnership – from their first purchase of backup tapes in 2013, to the full GUARDiAN support package in 2022.

Ricoh's Barnes said the partnership was going from strength to strength.

"To start with we moved CASP support to COOLSPIRiT. Then we also had a fair amount of hardware that was coming towards the end of its planned life cycle," he said. "To kick start updating our data management infrastructure, we purchased a Commvault Hyperscale solution from COOLSPIRiT, for our remote site in Stirling – replacing our outgoing hardware which had served us well."

"Off the back of a successful project in Stirling, and with the help of COOLSPIRiT, we looked to improve our primary backup and DR capability at Telford. This is where the team introduced their GUARDiAN appliances to us – an all-purpose, pre-built appliance, powered by Commvault."

"After informative and detailed scoping sessions, we purchased an initial GUARDiAN appliance, followed swiftly by an additional appliance to go into another of our Telford buildings. Around this time, we moved to Office 365 following a Ricoh global directive. However, we soon realised we had no way of backing up this critical data whilst we were migrating and so again, we recruited the help of the great team at COOLSPIRiT. They introduced us to Metallic SaaS data protection, a new technology from Commvault - which we soon invested in during 2021. Finally, to complete the consolidation of suppliers, we then moved to GUARDiAN support in 2022, which truly gave us a single contact for anything data management related."

Implementing an air-gap solution

Barnes noted Ricoh also reintroduced tape backup to the business through COOLSPIRiT, to provide a secure physical 'airgap' of backup data - bolstering their protection against ever-increasing cyberthreats such as ransomware.

"This was just to give us that airgap protection required between data, live systems and the outside world," he said. "We run reduced retention policies compared to our disk copies – we create weekly tapes while keeping monthly tapes

for seven years, offering the assurance we can always recover data from these points in time should the worst ever happen."

COOLSPIRiT's Raben added: "It is so important to us that we get to know our customers personally because we want to really understand their data requirements and needs, inside and out. We have partnered with vendors that are industry leaders in their respective fields, as we want to ensure that our customers benefit from trusted technologies."

Delivering:

- **Reduced management overheads through centralised management of physical and virtual resources from a single interface**
- **Single point of contact for all support needs in addition to a direct escalation point to Commvault for vendor-level issues**
- **One hand to shake; design, deployment to support provided by one partner**

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Benefits

Ricoh's Barnes said the headache of managing different contracts had been taken away.

"There is no more worrying about various different contracts. We now only have one hand to shake and a single point of contact for our day-to-day needs. COOLSPIRiT has certainly saved us time because we don't have to chase numerous people and raise separate calls via different portals," Barnes explained. "It has resulted in a management and time efficiency improvement – one call to make, one email to send."

Great relationships are key to a successful project

Barnes explains that having an escalation point to Commvault, via COOLSPIRiT had proven invaluable, particularly during lockdown.

"We already had great relationships with the team at COOLSPIRiT, but it was also good to know we have an escalation point to Commvault if ever required. We have three people who are clued up on Commvault – so with the additional support from the GUARDiAN team, we'll only ever need to escalate a ticket when we have a genuine problem, such as software bugs which can only be fixed by the vendor.

"For example, right at the beginning of lockdown, we had some issues with corrupt data. We worked solidly with a couple of guys from the GUARDiAN support desk but we had to escalate it up to Commvault, which the GUARDiAN guys facilitated seamlessly. It was a great example of teamwork getting the issue fixed."

The GUARDiAN team are there to support customers every step of the way

COOLSPIRiT's Raben said this was all part of the service.

"Our GUARDiAN team hold the highest possible technical Commvault accreditation, so they are well equipped to help our Commvault customers tackle any issues they may encounter. Nonetheless, GUARDiAN has a direct escalation point to Commvault so they can enlist their help for the more complex matters – meaning our customers can be assured of a timely turnaround for the resolution of even the most onerous issues."

Praise for COOLSPIRiT

Barnes said the personal touch makes all the difference.

"We built up a really good relationship with our first COOLSPIRiT account manager back in 2013, and it just developed from there. We know we can go to them with our questions and thoughts, and there is always someone there who is willing to help us with a solution – helping us on our way forward.

"Nothing is ever too much effort for the guys, whether this is asking for random bits of hardware that you just can't source anywhere in the UK or helping to design a solution to backup new data. They always come back with a solution. I wouldn't hesitate to recommend them to other organisations."

About COOLSPIRiT

COOLSPIRiT has a proven record of achievement as a Commvault reseller, holding Platinum Partner Status since 2013 and achieving Service Advantage Plus in 2018. Projects are delivered by the Enterprise Solutions team who hold the highest possible accreditations and possess a wealth of knowledge and experience.

Offering industry-leading pre-sale service from project design through to project management, with the Commvault Expert certified Professional Services team, projects are deployed seamlessly at every step of the way.

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