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Service Definition Document

1. Service Description

Customer support for the Cloud provisioned @Remote Ricoh service that provides management of the Ricoh printer estate and automated replenishment of Ricoh consumables, such as toners and drums. This support includes technical support of Ricoh @remote running on the customers infrastructure, resolution of devices that have failed to communicate to the Ricoh portal for more than 24 hours, and for general technical support relating to the implementation and operation of Ricoh @Remote

2. Technical Requirements

Service support will generally be provided remotely, thereby ensuring a rapid resolution of incidents and minimal disruption to the customer. Remote access to the customers infrastructure will be performed using an appropriate remote access service that enables the Arc-IT engineers to access the specific Ricoh printer and its @Remote service, usually with the customer present at the local device. Commonly the customer will mandate the use of a specific remote access service, but where the customer lacks such tools then Arc-IT will utilise their own remote access tools with the customers explicit permission.

The Ricoh @Remote service is firmware included in Ricoh multi-purpose network printers. Usage data and hardware alerts are sent securely by @Remote to the Ricoh cloud portal using HTTPS (port 443). Most firewalls are configured to allow port 443 outbound data through, so in most cases no additional firewall configurations are required.

3. Service Hours

Support services will be available 08:30 to 17:30 Monday to Friday, excluding public holidays.

4. Service Availability

@Remote will continue to operate in the background, as long as the Ricoh printer remains powered on. It will also be largely unaffected by temporary network losses. However, extended outages will ultimately result in loss of metering capabilities and therefore inability to automatically replenish corresponding printer consumables. Arc-IT will be alerted to such printer disconnections and will work to restore the service within 8-hours.

5. Service Levels

Arc-IT will respond to incident tickets within 8 business hours of the incident ticket being created (see Service Hours above). The priority of Incident Management is to restore normal service as quickly as possible, and this may include providing a suitable workaround. Recurring incidents will be managed under Arc-IT's Problem Management process, which will seek to determine the underlying root-cause and to eliminate future incidents from occurring.

6. Customer Support

The customer may contact the Arc-IT Service Desk by telephone during normal service hours on: -

+44 (0)1444 817506

or the customer may report an issue or make a request in writing by emailing: -

servicedesk@aibs.co.uk

Optionally, a customer may request access to their own Arc-IT Web Support page, where they can submit and track the progress of their incident and request tickets.

Issues raised by a customers will be recorded as a ticket within Arc-IT's internal Incident Management system. An engineer will then be assigned the ticket and they will be expected to respond to the issue, typically a call back, within 8 business hours of the ticket being raised.

7. Escalation process

Customers may request that their incident or request be expedited, by contacting the Customer Service Manager using the above contact details, who will then elevate the priority of the ticket internally. The Customer Service Manager should also be contacted if the customer believes the ticket has exceed the agreed response times, or where the customer is dissatisfied with the response received.

8. Data Security

The Managed Print Service collects only information regarding printer consumables and any manufacturer hardware alerts and diagnostics necessary to support the service. Arc-IT do not collect any information via the service that could be deemed as personally identifiable data, nor do they collect any data that is being printed, scanned, or copied.

Arc-IT engineers are trained and skilled in cyber security and personal privacy and are accountable for applying appropriate technical and organisational measures to ensure that all activities performed on the IT systems belonging to the customer are adequately secure and do not compromise the data within these systems.