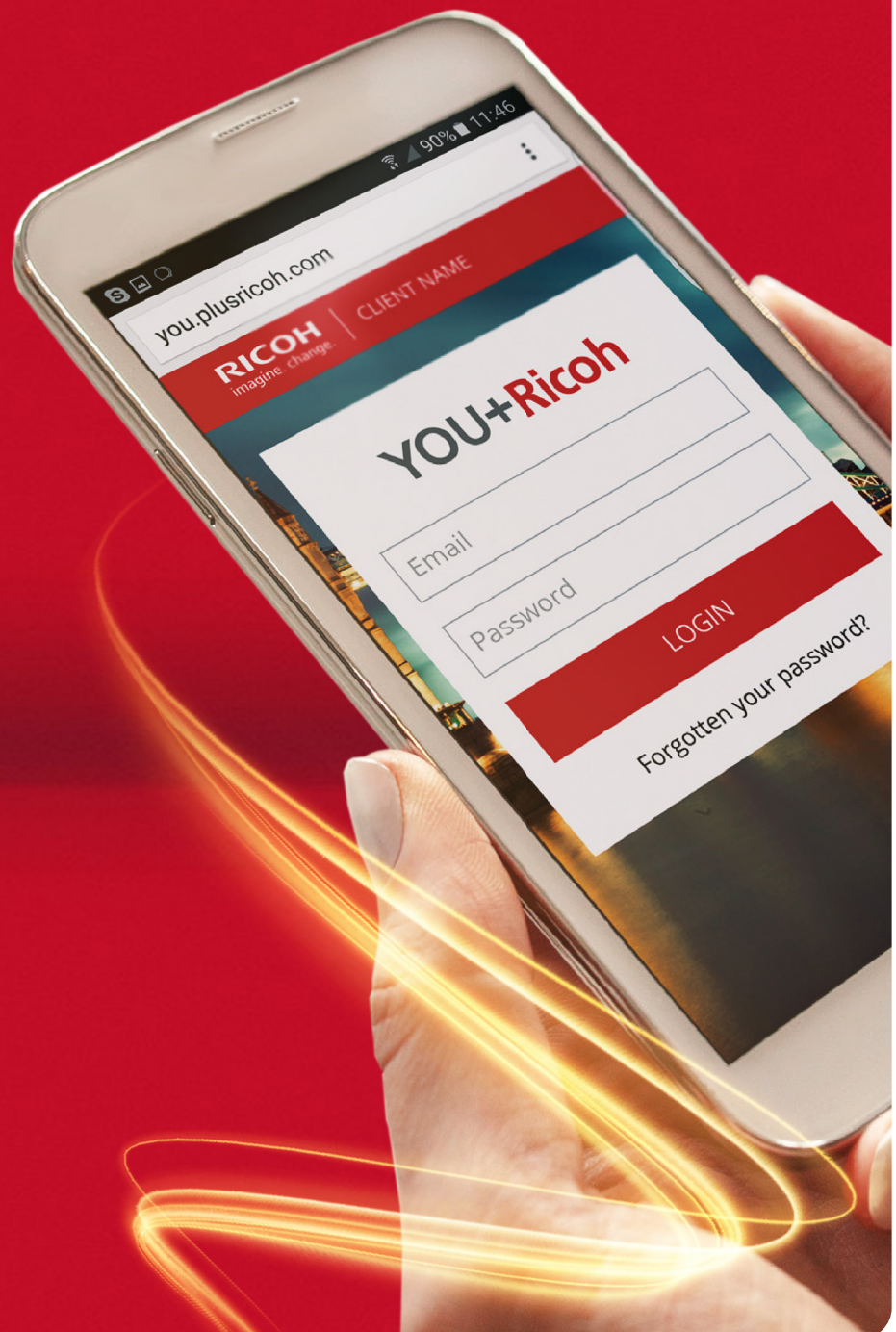# YOU+ RICOH

Deliver cost-effective targeted training to your staff with our 24-7 cloud-based service

What is YOU+Ricoh?

YOU+Ricoh is a cloud-based platform that contains high quality training content for Ricoh devices and supporting software solutions. The platform is fully mobile responsive and works equally well on desktop, tablet and mobile devices.

When you join the platform, your staff only see content specific to your devices and software, so they can quickly and easily find the information they need.

What challenges are customers facing?

- With large numbers of staff spread across several locations, face-to-face training is both impractical and too expensive

- With many users now working in the office less regularly, having operating instructions at their fingertips is vital

- Intranets and external websites are not very effective at making content available where needed

- Staff need quick access to training content at their time of need

- Smaller customers don't have enough staff to justify the expense of face-to-face training, but still have a training requirement

- Staff turnover leaves a training gap, but doesn't always justify more face-to-face training

What are the customer benefits of YOU+Ricoh?

- Content is specific to each customer's device and software solution

- Accessible on desktops, tablets and mobiles and all operating systems

- Simple navigation means users get to the right content quickly

- High quality content drives user adoption and reduces costly errors

- Instantly deployed to all users, irrespective of location

- Perfect for new starters and staff in new roles

- The platform can be deployed in a matter of days with no reliance on IT support

- The platform is available 24 x 7

- Helps staff obtain maximum value from the many different functions of the devices and software solutions

- One off, upfront predictable cost that can be financed

- Optional multi-language customisation is available

How does it work?

RICOH
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+
YOUR LOGO

The platforms and emails are co-branded with your logo.

Staff are loaded in teams, in line with the deployment schedule.

Receive your own dedicated URL - *yourcompany*.plusricoh.com

Staff receive branded welcome emails, enabling them to create passwords and access the platform on any device.

Content is selected to match your Ricoh Devices and any software.

Your super users can manage the addition and removal of users from the platform.

Is it secure?

Data security is a critical consideration and YOU+Ricoh uses a number of industry standard measures to provide customer assurance.

SSL for the web app

We have implemented a domain wild card SSL certificate that provides data encryption whist in transit between the servers and the web app, even for mobile devices.

Database encryption

All data that is stored in the database, specifically usernames and email addresses, are encrypted. This means that username and email addresses are encrypted at all stages of the platform – both at rest and in transit.

Password encryption

We have implemented an industry standard password management application that means that no-one has access to any user's passwords.

All passwords are encrypted and if a user forgets their password, the application has the functionality to enable the user to reset the password via email.

Non-sensitive data

Outside of user names, email addresses and passwords, the YOU+Ricoh platform only contains publicly available information or non-sensitive information relating to the use of Ricoh devices and supporting software. We are also able to store additional user information, however this is predefined by the client and not mandatory.

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