



RICOH
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Global Electronics Firm Upgrades Communications, Cuts Costs & Adds Mobility with Grandstream

The customer

The Ricoh Company, Ltd. is one of the largest electronics manufacturers in the world. Known for their market-leading imaging products and cameras, Ricoh also specializes in office equipment including printers, copiers and other document management products. Headquartered in Tokyo, Japan, Ricoh reported over \$19 billion USD in revenue in the fiscal year ending in March, 2018 and employs close to 100,000 people across the world.

The need

Ricoh has three large offices in India and were rapidly adding staff throughout the country. They wanted to implement an IP solution that could grow with them into the future while offering new high-end features to expand productivity and support employee mobility. They also wanted to save money on on-going costs with cheaper IP service plans and less maintenance. Lastly, they required their new solution to be installed and fully implemented in one day.

The solution

Ricoh reached out to well-known technology distributor and consultant in India, Cohesive Technologies, who recommended and installed a Grandstream solution. The **UCM6510** anchored the solution and supports up to 2000 SIP extensions and 200 concurrent calls, offers fully customizable call-routing and data features and supports video. The UCM6510 was integrated with the existing PBX through a **GXW4108** Gateway to connect the two platforms. The **GXP2170** was deployed to offer receptionists and busy desktop users access to up to 48 digital BLF/speed dial keys.

For employee mobility and to keep deployment costs low, Ricoh deployed Grandstream's powerful and free softphone app, **Grandstream Wave**. This free app could be easily installed on employees' iOS or Android devices and linked to business SIP accounts registered to the UCM6510. The UCM6510 sends each user a barcode to scan on their smart device to fully configure the app, making setup as quick as possible.

