

CompTIA certification helps Ricoh secure multimillion-pound contracts

Ricoh helps its customers use document and information management technology to become more productive and profitable. Its employees are relied upon by the world's largest companies, across 180 countries, to implement and manage their multimillion-pound printing and documentation requirements.

Ricoh customers expect the best

Ricoh's success is down to having the right people to deliver its contracts. To meet its own high standards—and those of its customers—Ricoh has an in-house training and certification programme for its technical staff that incorporates a range of CompTIA certifications.

Certification is a key part of this programme and integral to Ricoh's approach to winning large contracts. The type of tenders Ricoh goes after are often worth millions of pounds. Submissions require a detailed breakdown of how the contract will be delivered, including the number of people on the project and what level they are at. Certification is an easy way of quantifying the expertise of the Ricoh personnel who will perform the contract, making the tendering process easier and increasing the chances of success.

Tony Hay, Learning and Technical Development Manager at Ricoh UK, says, "If a potential client is going to invest that level of money they have to be confident that the staff have the skills to deliver that proposal. We know we have the skills, but taking our word for it might not be good enough for the customer to justify this level of investment. They have to see that these skills have been independently validated."

Ricoh has recognised a range of certifications that accredit the skills needed to win contracts and deliver them satisfactorily. These include CompTIA A+, CompTIA PDI+, CompTIA Network+, CompTIA Security+, CompTIA Server+, CompTIA CTP+ and Microsoft certifications.

RICOH

BUSINESS CASE STUDY

RICOH UK

Business Challenges

- Demonstrate a high level of expertise to major customers
- Validate employee skills through an independent organisation
- Find certifications that are recognised around the world

CompTIA Solution

- Industry-supported, vendor-neutral, globally accepted certifications
- Specialized certifications for printing and document management

Results

- Streamlined the tendering process and increased the chances of getting big contracts
- Gave Ricoh UK a way to prove its employees' skills globally
- Provided ideal assessment for printing and documentation field service engineers

CompTIA certifications used:

- CompTIA A+
- CompTIA PDI+
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+
- CompTIA CTP+

CompTIA certifications are the perfect solution

Ron Schellevis, Manager of the Ricoh Academy Europe, oversees training and certification across the EMEA region. He comments, “We work with different types of organisations all around the world and we have to prove that we have the right expertise before they will sign a contract. CompTIA certifications are particularly relevant to our needs because they are vendor neutral, developed and supported by industry and internationally recognised.”

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Schellevis goes on to note, “We originally considered developing our own certifications, but we found that CompTIA certifications provided everything we needed and also offered a level of independence. This allowed us to leave designing certifications to the experts, and let us focus on doing what we do best—delivering world-class products and services through qualified professionals.”

Certification is not just for the benefit of clients. It’s also used by Ricoh to benchmark its training and ensure that it’s effective in delivering the skills that employees need. “CompTIA has worked with us and other industry partners to ensure the certifications are moulded to suit our needs,” says Tony Hay, “which is why its certifications are so valuable to us. PDI+, for example, perfectly assesses the skills we require of our field service engineers.”

Certification also makes staff feel valued, and Ricoh see a direct correlation between certifying and staff retention. Ron Schellevis concludes, “It shows the company is committed to our employees’ development and to helping them progress in their careers. This means they are more motivated and more committed to the company, which improves productivity and reduces staff turnover.”

About CompTIA

CompTIA is the voice of the world’s information technology (IT) industry. Its members are the companies at the forefront of innovation and the professionals responsible for maximizing the benefits organizations receive from their investments in technology. CompTIA is dedicated to advancing industry growth through its educational programs, market research, networking events, professional certifications, and public policy advocacy.

For more information, please visit www.comptia.org.

CompTIA certifications

CompTIA A+

CompTIA Network+

CompTIA Security+

CompTIA Server+

CompTIA Linux+

CompTIA PDI+

CompTIA RFID+

CompTIA CTP+

CompTIA CTT+

CompTIA CDIA+

CompTIA Project+

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