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Internal IT Security Investments and Measures

Improving IT Infrastructure Security While Reducing TCO

The importance of IT infrastructure grows as more business tasks rely on electronic workflows and shared databases. The Ricoh Group has rolled out a series of business innovation initiatives in information technology (IT/S¹ activities) based on information networks connecting business locations in and outside of Japan since 1994.

The Ricoh Group undertakes activities, some of which are described below, to strengthen security and reduce TCO² for increased safety and economy.

¹ Information Technology and Solutions ² Total Cost of Ownership

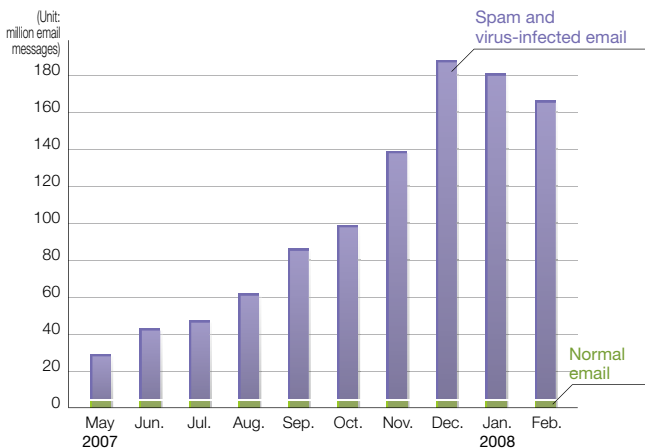
Better Network Performance and Availability

The Ricoh Group's information network known as R-WAN³ has been enhanced through the appropriate use of cutting-edge communication technology to yield better cost performance and improved security. In tandem with the shift to a new, low-cost broadband communication service network covering 778 locations in Japan in fiscal 2006, work to build redundant paths to major business locations was completed, resulting in higher availability and higher network performance backed by a 140% increase in the total speed. In addition, the accelerated integration of circuits enabled by the streamlining of sales and service companies was translated into a 30% reduction in communication cost. Other actions in this area included measures to improve Internet connectivity, which encompassed those aimed at ensuring responses, anti-spam measures, full-text storage of e-mail and stronger control of Web access logs.

In fiscal 2008, redundant paths for the network in China will be completed based on a multi-carrier structure, resulting in a stronger network connecting key overseas locations and higher availability.

³ Ricoh Wide Area Network. Work on this global network for the Ricoh Group began in 1987. Ricoh and its Japanese and overseas affiliates (sales, general and manufacturing affiliates) make up this network. Ricoh's Information Technology and Solution Division applies security rules in managing R-WAN.

Spam and virus-infected e-mail



Strict Server Management

Leveraging its experience of managing and operating some 1,400 servers, Ricoh has created common security configuration standards for its internal servers and a system of periodic checks run by an inspection program. After reviews of configuration items and enhancements of the mechanism, these became available for use by Group companies in Japan beginning in fiscal 2008. Multilingual support for the configuration items and registration databases is being planned in preparation for their availability to the entire Group.

Stronger Security for Client PCs

To accelerate information communication and decision-making, better mobile PC access from outside the office is vital. Ricoh began assessing thin client environments in fiscal 2007, in addition to the structure controlling the taking out of mobile PCs from the office. At the same time, replacements of mobile PCs began in stages in fiscal 2008 to encourage their use in the office for processing customer information, with the goal of bringing security and convenience to a higher stage.

Enhancing mobile PC access environments and boosting security

