

## Case Study

Energy Power Resources  
Green energy production  
IT Services (ITS)

Ricoh ITS helps leading green power provider energise its corporate email service



With 200 users either mobile or working from multiple UK sites, and just one IT person at its disposal, leading green power provider, Energy Power Resources, needed to find a better email system. The company partnered

with Ricoh IT Services to deploy a cloud-based email solution that costs less, is easier to manage and provides users with an improved, business-class communication service.

### Executive summary

**Name:** Energy Power Resources Ltd.  
**Location:** Woodbridge, Suffolk  
**Size:** 200 employees  
**Activity:** Renewable energy production

#### Challenges

- Number of staff working off-site and needing to communicate with head office
- Cost and resource drain of an existing, office-based email system

#### Solution

- Ricoh IT Services
- Cloud-based email

#### Benefits

- Provides a more flexible, easy-to-manage email system
- Enables a small IT team to deliver and support a robust, business-class email to 200 users
- Improves experience for off-site, mobile or home workers
- Reduces time and investment needed for on-site IT resources
- Zero business disruption during system migration

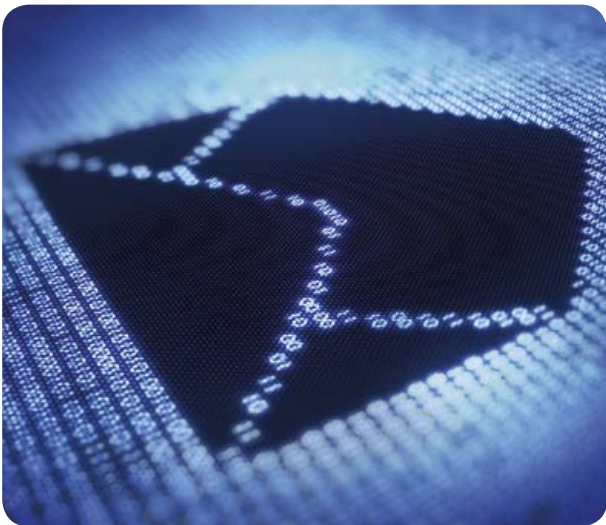
### Challenges

Energy Power Resources Ltd. (EPRL) is one of the UK's leading renewable energy production companies. It owns and operates five biomass fuel power stations around the UK and a number of wind farms, which generate electricity. Biomass, which includes straw and poultry litter, is burnt to generate power and the residue ash is recycled into fertiliser. EPRL generates more than 770,000 megawatt hours of electricity and provides this directly onto the national grid - enough power to supply 185,000 homes. The company's plant at Thetford is the largest of its kind in Europe. Alongside its UK operation, EPRL has a number of wind and solar farms in Europe.

Like many organisations, email is one of the most important IT systems. For EPRL, it is particularly important because a large number of staff need to work away from the office. The company's existing email system was reaching end of life and needed upgrading. It relied on an internal, office-based infrastructure, with servers in a data centre which required constant maintenance and updates.

One of the main challenges for EPRL is the company's limited IT team - just one person. Managing complex and resource-heavy systems and having specific IT skills for running the existing email system and implementing a new one was difficult. The need to upgrade was an opportunity to reappraise its email infrastructure and EPRL wanted a partner to help choose the best system.

EPRL has been using Ricoh printers and copiers for some time and through that relationship was introduced to Ricoh's IT Services division. "We had considered several different approaches to email, but weren't quite sure which direction to take. However, we were able to sit down with Ricoh's IT Services team and use its experience and expertise to find



the right solution," says Tim Cunnell, EPRL's IT Manager. "One of the things that immediately struck us about Ricoh was the sales approach. It wasn't salesy or pushy at all. It was more about building a long-term relationship and making sure we had a solution that was right for us, which we found very refreshing and encouraging."

### Solution

Following a number of consultations and planning meetings, Ricoh provided EPRL with a detailed technology and cost analysis of several different options available. Because of limited IT staffing and detailed in-house knowledge, and a desire to reduce dependence on office-based IT resources, EPRL decided on a cloud solution.

At EPRL, Ricoh has deployed a cloud-based email system using Microsoft Office 365. Ricoh set up the solution for EPRL and migrated the company's 200 users from the old email system to the new one. The solution was implemented, from start to end, in just 11 days. Users are spread across EPRL's five UK locations in East Anglia, the north East and Scotland. Ricoh also decommissioned the IT hardware that had been used for the old email system.

"During the transition, there was virtually zero disruption to the business or to users. In fact, there were several staff who didn't actually notice there had been a change. Potentially, this could have been quite painful and there could have been quite a lot of downtime. But the whole project was handled extremely smoothly and efficiently and that's really down to Ricoh," says Cunnell.

### Benefits

"The Ricoh solution is a big deal for EPRL and it's a significant enhancement to where we were before. Email is our most important IT service. It's crucial because of staff mobility and layout of our energy generation sites, with staff spread around a location. Executives, for example, rely on email collaboration, reporting and investor communication. Guaranteeing a high level of availability is vital so the Ricoh email solution has had a big impact on the business," says Cunnell.

As well as improving communication, the Ricoh solution also improves IT management and operations, reduces costs and supports staff mobility. It makes managing IT costs easier by removing the need for a big capital cost every few years and replacing it with a smaller, regular and predictable monthly cost. The solution also helps improve EPRL's disaster recovery operation because all the data and software is hosted off-site. If any office-based systems or hardware fail, the email system is unaffected.

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## Case Study Energy Power Resources Ltd.

It has freed up a lot of management time and allows Cunnell to focus on more valuable IT operations. Since the system is hosted in the cloud, Cunnell no longer needs to look after email system hardware, software and security or the associated updates and patches. One of the challenges that EPRL faced, especially with limited IT resources, was a lack of specific IT skills. Ricoh shared its in-depth expertise with EPRL for the complex technical elements of setting up the email system. But EPRL will also benefit in the future because it can leverage Ricoh knowledge for new technologies and system enhancement without having to invest in training or extra skills.

A lot of EPRL staff need to move between sites or spend time away from the office finding and visiting new suppliers of biomass fuels. The new email system provides them with a simpler, more flexible way to access email, via a standard Internet connection from a variety of different devices, such

as laptops, smartphones, tablets and home PCs. Previously, they needed to have a virtual private network connection or other connectivity system to access email.

Despite no specific support agreement in place, Ricoh is always on hand to help EPRL. In fact, the two companies are already in discussion about some additional solutions and services that will benefit EPRL. For example, Ricoh is holding a workshop for EPRL to look at how best to make business continuity more robust.

### Ricoh Solution/Products

- Consultancy and implementation services
- Microsoft Office 365

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Tim Cunnell, IT Manager, Energy Power Resources Ltd.

