Ricoh USA, Inc. is part of Ricoh Company, Ltd, a global technology company that has been driving innovation for more than 80 years and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems. Ricoh empowers digital workplaces around the world using innovative technologies and services enabling individuals to work smarter.

CHALLENGES

As a large, diverse organization with a complex IT environment, Ricoh USA, Inc. needs to tackle security in a coordinated and efficient manner. As the company continues to move towards a cloud-first methodology and an as-a-service cloud environment, it needed to establish security solutions that could keep pace with its plans and the evolving threat landscape. “The cloud provides great opportunities, but it also creates challenges, especially around security,” said David Levine, vice president of information security and chief information security officer (CISO) for Ricoh USA, Inc.

Levine and his team need to ensure that the business is fully protected from cyber threats as it migrates to the cloud. “When you have your data in your own data center, you have control over it. When you use the cloud, you are relying on another entity or several entities, in part, to provide some of the governance and security,” said Levine. “Exacerbating that is the fact that our business is moving to and leveraging the benefits of the cloud at an ever-accelerating pace.”

Levine has strived to develop a security-driven culture within the organization, which is driven in part by the move to the cloud.
WHY TREND MICRO

Trend Micro has been the global standard for endpoint security at Ricoh for years. Ten years ago, the endpoint security solution was broadened and expanded to Ricoh in the U.S., and Trend Micro™ OfficeScan™ became a foundational solution within their environment. Fast-forward to 2018, one of Ricoh’s business units was looking to shift some of its applications to the cloud.

Ricoh decided to implement Trend Micro™ Deep Security™ as a key component of its solution to prevent intrusions and protect against upcoming threats. Levine was impressed with Deep Security’s complete set of workload security capabilities that stop attacks and minimize business disruptions.

He was also impressed with Trend Micro’s support. “Trend Micro offers continuous communication and support no matter the circumstances, and always makes an effort to understand our challenges and opportunities,” said Levine. “They exceeded our expectations right from the start, and we haven’t looked back since.”

SOLUTIONS

Ricoh implemented Deep Security to provide advanced server security for its physical, virtual, and cloud servers. In addition to advanced server protection, Deep Security delivers a comprehensive, centrally-managed solution that simplifies security operations while enabling regulatory compliance. “Deep Security offers us complete cloud protection that scales seamlessly and helps us maintain compliance,” said Levine.

From preventing data breaches and business disruptions while supporting operational cost reductions and enabling compliance, Deep Security helps Ricoh simplify security management and improve visibility. “Trend Micro doesn’t just focus on selling us tools,” said Levine. “They come up with solutions that fit our needs. There are a lot of cybersecurity players out there. Trend Micro differentiates itself in multiple ways, including great teams that support the partnership.”

RESULTS

By allowing Ricoh to leverage its existing platform in new ways, Trend Micro solutions have reduced the company’s security management costs and helped it improve compliance and performance. Deep Security helps Ricoh identify and stop an average of about 1,500 cybersecurity attacks per month, freeing up the Ricoh team to focus on more strategic security work.

Levine attributes that peace of mind to Trend Micro’s customer-first approach. “If you need immediate attention and you know who to call to get a response, it changes everything,” said Levine. “With Trend Micro, you get immediate reaction, escalation, and communication. It’s about effective, innovative tools, coupled with a great partnership.”

WHAT’S NEXT?

Ricoh is continuing to build out a comprehensive cloud strategy, working with Trend Micro as a strategic partner.

“To be successful, we need everyone to understand their role in the journey to develop a mature security ecosystem within the company,” said Levine. “We want to change the mindset at Ricoh to think about security all the time. These days, everybody in the organization is part of the security team. Solid partnerships like the one we have with Trend Micro are a critical part of that effort.”

MORE INFORMATION

For more information, please go to www.trendmicro.com

David Levine,
Vice President of Information Security and CISO, Ricoh USA, Inc.

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