

A NATURAL CHOICE FOR CLOUD

How Ricoh Australia Modernised Its Business-Critical
ERP With Evolution Power Cloud

The Background

Ricoh Australia is the local arm of the global Ricoh Group, a longstanding leader in office imaging, print technology, and digital services built on the philosophy to “imagine. change.”

Evolution Systems has been Ricoh's trusted partner since 2013, delivering high quality technical support and consultancy services across Ricoh's IBM Power Systems infrastructure, and in particular, the core ERP running on IBM i.

As Ricoh pursued a broader cloud first strategy across its IT teams, the business needed a partner who shared the same vision and could deliver private cloud services for its business critical ERP running on IBM i.

The Challenge

Ricoh's production and disaster recovery infrastructure was hosted on physical hardware that was approaching end of life, with no ability to expand capacity as the business grew.

With the IBM i platform now around eight years old, Ricoh needed a partner who could identify the risks associated with ageing infrastructure, assess the assets nearing end of life, and design a solution that protected the investment already made in the platform while supporting the company's continued cloud migration.

When Ricoh reviewed the major cloud providers it partnered with elsewhere in the business, none could offer a viable path forward for the IBM i platform.

“When we looked at the major players that we've been working with, that really wasn't an option. So we turned to Evolution who'd been our support partners on that platform for over a decade at that point in time. They were a natural choice, and they were able to provide us with a cloud option for the i series.”

Mark Bancroft,
Head of IT, Ricoh Australia Pty Ltd

The Solution

Having supported Ricoh's IBM i platform since 2013, Evolution Systems was the natural choice to lead the transition to Evolution Power Cloud in 2021.

Evolution Systems delivered a full project management service throughout the migration, and worked with Ricoh's team to set up dedicated network links for high speed, secure access to the new environment.

The entire migration was carried out by Evolution Systems technicians, allowing Ricoh to remain focused on business as usual throughout the transition.



Moving to an all in one subscription model meant software licensing, hardware licensing, and future upgrades were all folded into one predictable cost, rather than managed and budgeted for separately.

Evolution Systems also took on responsibility for hardware upgrades and patching, freeing Ricoh's IT team to focus on running applications rather than maintaining infrastructure.

Because Evolution Power Cloud runs on a private network, extending Ricoh's own network end to end, and because Evolution Systems holds the same ISO 27001 accreditation as Ricoh, the business gained confidence that its environment was secure from end to end.

The Outcome

Since 2021, Ricoh has run its business critical ERP on Evolution Power Cloud, with day to day involvement in the data centre reduced to a minimum. A dedicated support plan means Evolution Systems is on hand 24/7, giving Ricoh peace of mind that its core ERP is in the right hands.

By consolidating software licensing, hardware, and upgrades into a single subscription, Ricoh has simplified budgeting and removed the capital burden of maintaining physical infrastructure. The extended private network keeps Ricoh's environment secure end to end, in line with its ISO 27001 obligations, while freeing its IT team from hardware upgrades and patching so they can concentrate on the applications and outcomes that matter to the business.

Today, Ricoh continues to progress its cloud first strategy with confidence, backed by a partner of more than a decade who understands its platform, its priorities, and its business.

About Evolution Systems

Our purpose is to improve lives through technology.

For more than 25 years, Evolution Systems has partnered with Australian and international organisations to deliver managed services, private cloud, and cyber security solutions that drive clarity, resilience, and growth.

We take a personalised approach to every engagement, working closely with our clients to eliminate friction from IT processes, reduce unnecessary complexity, and create secure, scalable environments that support long-term success.

