

KONICA MINOLTA



KONICA MINOLTA MANAGED IT SERVICES

IT ON YOUR TERMS

Giving Shape to Ideas



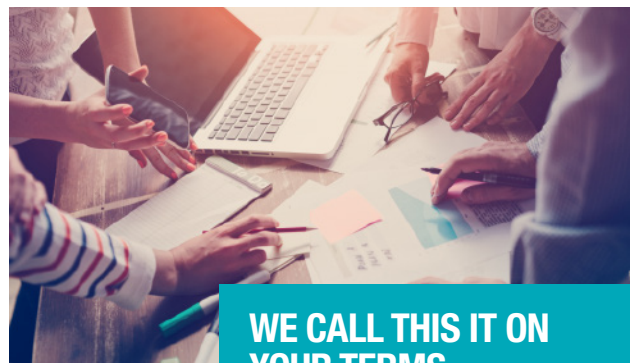
KONICA MINOLTA MANAGED IT

In our fast-changing, digital-first world, the expectations on IT departments is growing at a phenomenal rate. Demands to reduce costs, drive innovation, compete more effectively and maintain a resilient and secure infrastructure is putting increasing pressure on IT departments. External factors such as the increasing complexity of cyber security, BYOD and compliance only adds to this pressure.

Many organisations choose to work with IT services providers to relieve this pressure.

Konica Minolta provides a range of flexible services that can be tailored to your business requirements, designed to give you more freedom and choice. With our personalised and flexible approach, we ensure our customers have the right solution for their business – today and tomorrow.

We call this IT on your terms.



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WHY WORK WITH A MANAGED SERVICE PROVIDER?

WHAT IS A MANAGED IT SERVICE?

A Managed IT Service is a business model in which the day-to-day management and support of IT operations are outsourced to another company, in order to improve business operations.

THIS MODEL PROVIDES A NUMBER OF BENEFITS:

Maximise efficiency and IT resilience

A proactive maintenance approach combined with industry leading tools help to maximise uptime and increase productivity by ensuring your IT operations are optimised and any issues are pre-emptively resolved where possible.

Expertise and scalability

Many organisations are struggling with overburdened IT staff, or a lack of expertise to keep up with the pace of technology. A Managed

Service Provider (MSP) can work with internal staff to enhance existing capability, and fill any gaps providing expertise in the latest technologies and best practise ensuring optimal performance.

Predictability of costs

The reduced need for capital expenditure, minimising upfront investment in staff, hardware and software costs enable organisations to control outgoings and increase ROI.

Greater security and compliance

Industry leading technologies and tools help detect potential threats and vulnerabilities in order to protect your business. Whether it's a dedicated firewall, managed anti-virus and back up or the latest compliance practises, working with an MSP can help strengthen your security.

Free up internal staff to focus on your strategic objectives

Managing IT operations, with its increasing complexity and criticality prevents your staff from focusing on more strategic initiatives that can drive business growth and innovation. An MSP removes some of the more administrative, cumbersome tasks freeing up your team to focus on adding greater value.

IT ON YOUR TERMS



FLEXIBLE SOLUTIONS TAILORED TO YOUR NEEDS

Whether you would like to select individual services, or take advantage of a fully managed service to deliver rigorous support for your business, we can help.

FLEXI

Choose from an a la carte menu of services, that you can tailor to the specific needs of your organisation.

Designed to provide flexibility and freedom as your business evolves.

Often selected to complement and augment an in-house IT team, removing the burden of repetitive, time-consuming tasks.

ADVANCED

Increased operational reliability and issue prevention.

- 24x7x365 real-time, advanced network monitoring and management
- Preventative maintenance
- Quarterly network health review
- Security management
- Patch management
- Network Operations Centre
- Management plan designed to support key IT systems

ADVANCEDPLUS

Full IT services provision, giving you the freedom to focus on running your business - not your network.

- Full management, monitoring and optimisation services for a fixed monthly fee
- Fully outsourced solution, designed to fulfil an organisations entire IT requirements
- Monthly network health review
- Security: anti-virus, anti-spam solutions
- Patch Management
- Network Operations Centre
- Remote and on-site support
- Configuration management and optimisation

UNDERPINNED BY THE KONICA MINOLTA PROMISE:



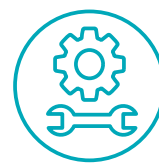
COMPLETE TRANSPARENCY

no hidden costs or surprise charges



EXTRA MILE SUPPORT

every call gets answered



PREVENTATIVE MAINTENANCE

our proactive approach minimises the need for costly, remedial action



KONICA MINOLTA

KONICA MINOLTA PROVIDE A RANGE OF FLEXIBLE SERVICES THAT CAN BE TAILORED TO YOUR BUSINESS REQUIREMENTS, DESIGNED TO GIVE YOU MORE FREEDOM AND CHOICE.

OUR SERVICES



IT HEALTHCHECK

Our IT Healthcheck provides you with an accurate view of your IT infrastructure, highlights any potential issues and risks and equips you with the information you need to ensure the optimal running of your IT.



SECURE MANAGED IT INFRASTRUCTURE SERVICES

Secure managed infrastructure services to help you run, manage and protect your business, tailored to your needs. By outsourcing the management of part or all of your infrastructure to Konica Minolta, you can free resources away from the day-to-day “keeping the lights on” processes towards more value-generation activities.



MANAGED CLOUD HOSTING

Our managed cloud hosting services deliver the very best the market has to offer, with “extra mile” support and no hidden costs.



HELPDESK AS-A-SERVICE

Konica Minolta’s IT helpdesk is made up of a team of certified, experienced individuals providing 1st, 2nd and 3rd line support for your end users, to a set of defined SLAs. We can help to streamline your operations by removing the burden of managing a large helpdesk internally.



SERVICE DESK AS-A-SERVICE

The Konica Minolta IT Service desk as-a-Service offers a more efficient, cost-effective way to support your end users: a best-in-class, on-demand service desk that flexes with your changing business needs. Our service centres operate 24x7x365, serving clients from 1st line to 2nd and 3rd line.



HARDWARE-AS-A-SERVICE

Free up your IT budget with Konica Minolta’s Hardware-as-a-service. Provision of all hardware assets from printers, to computer peripherals with flexible engagement terms that work around you.



WORKPLACE HUB

Unique all in one IT solution for small and medium sized organisations.

IT ON YOUR TERMS



ALL-IN-ONE IT PLATFORM INTRODUCING WORKPLACE HUB

Why make IT hard when you can simplify it? Konica Minolta has developed an innovative all in one IT platform to help you manage your IT.

Workplace Hub Integrates hardware, software and services into a multi-vendor, one-stop solution. Workplace Hub is the first solution to unify your IT and create an all-in-one IT ecosystem that makes working easier and more productive. It's a virtual one-stop IT department that supports your business, whilst helping you manage your day-to-day costs.

Workplace Hub has been developed in partnership with leading technology vendors including HPE, Sophos, Microsoft, Acronis and ScienceLogic, allowing for the seamless integration of the best in breed solutions that we know our customers expect.

Simply plug in, power up and play.

We'll look after the initial setup, configuration and training so Workplace Hub works perfectly from the outset.

- Reduce IT complexity
- Enhance team efficiency
- Keep data secure
- Optimise IT expenditure

Once Workplace Hub is installed, we remotely monitor and manage the entire system for you, finding and fixing problems before they impact your business.

**SIMPLY PLUG IN, POWER
UP AND PLAY**



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KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS UK, WITH AN ANNUAL TURNOVER OF £180 MILLION AND OVER 20,000 CUSTOMERS IN THE UK ALONE, PROVIDES THE ASSURANCE OF A MULTINATIONAL IT SERVICE PROVIDER, COMBINED WITH THE AGILITY AND PERSONALISATION OF A SMALLER, NICHE PROVIDER

WHY KONICA MINOLTA?



Flexible engagement models that you can flex and scale as your business evolves

More and more companies are turning away from large, multi-year contracts, and want more cost effective arrangements that can flex and scale as business needs change.



Enterprise-grade solutions, whatever your size

Many organisations, small and large, believe a Managed IT solution is not financially viable. We believe all of our customers should have access to industry-leading solutions and are committed to providing flexible commercial models and best of breed services.



Support

We have a comprehensive support programme in place, incorporating industry leading service management and monitoring tools. Our team of experts is on hand 24/7 to provide assistance by phone, email or on-site, with dedicated account managers as standard.



Low risk solution

Large, global IT service providers can often lack the flexibility and personalised service our customers require. Whilst many smaller providers can offer this, they lack global coverage, scale and the financial backing to withstand challenging market conditions.

Konica Minolta Business Solutions UK, with an annual turnover in excess of £180million and over 20,000 customers in the UK alone, provides the assurance of a global IT service provider, combined with the agility and responsiveness of a smaller, niche provider.



No hidden costs

A fixed, monthly fee gives you the predictability and control over costs without any unexpected charges. Our fair use policy accommodates unexpected spikes in usage and won't penalise you for them.

We strive to provide our customers with freedom and flexibility, combined with the security and reputation of a global brand.

NEXT STEPS

Whether you currently outsource your operational IT capability, or have a team in house, we can help. From a fully managed programme, or add-on services to complement your existing capability allowing them to focus on key strategic initiatives, we tailor our solutions to best fit your needs.

IT ON YOUR TERMS



KONICA MINOLTA

**CONTACT US TO FIND OUT HOW OUR MANAGED
IT SERVICES OFFERINGS CAN SUPPORT,
PROTECT AND OPTIMISE YOUR BUSINESS TODAY
AND IN THE FUTURE:**

ManagedIT@konicaminolta.co.uk
www.konicaminolta.co.uk/managedit