



KONICA MINOLTA



IT TECHNICAL EXPERTISE & IT SUPPORT

FLEXIBLE & SCALABLE IT SUPPORT SERVICE

Giving Shape to Ideas



“IT IS VERY MUCH A CANDIDATE MARKET IN THE UK WHEN IT COMES TO RECRUITMENT. THIS MEANS IT IS EXPENSIVE AND TIME-CONSUMING TO FIND AND RECRUIT PEOPLE OF THE RIGHT QUALITY. FOR ME RUNNING A BUSINESS, HAVING RECRUITMENT AND STAFFING ISSUES IS JUST A HORRIBLE DISTRACTION.”

David Watson, Evolve

KEEPING IT AN INTEGRAL PART OF THE BUSINESS

Businesses seeking operational efficiencies, and competitive edge are leveraging new business platforms and technology solutions more than ever. This is driving many organisations to digitally transform at a rate faster than expected. However, providing and supporting a hybrid workspace, in any organisation comes with risk.

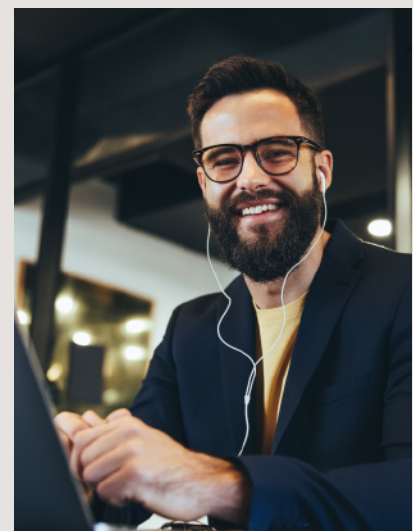
IS YOUR IT SUPPORT SHORT OF EXPERTISE AND STRUGGLING TO FILL THE GAPS?

It's reported many businesses are experiencing a shortage of skilled IT talent. According to CTOs, Cyber Security (56%), BI & Data Management (41%) and Software Development (35%) are the most sought-after skills.

Do these challenges sound familiar to you?

- Evolving cybersecurity threats
- Skills gap in IT team
- Reduced IT budget
- In ability to drive a digital transformation strategy
- On-boarding new technologies
- Compliance & data management risks
- Hiring & retaining IT talent

With many IT hiring managers struggling to fulfil IT positions due to lengthy recruitment processes or lack of skilled candidates. Konica Minolta's outsourced IT service and support solution addresses these challenges and provides you with a quick, reliable and cost-effective alternative for hiring talent locally.



FLEXIBLE & SCALABLE IT SERVICES TO SUIT

Our IT technical Support & IT Helpdesk Support services are completely flexible and scalable, designed to grow with your business. From 24/7/365 shared helpdesk to dedicated teams working on your dedicated operational task, our experts will work with you to find the perfect option that serves your needs.

Our team of experts can hire, and host dedicated high-performing IT talent at a fraction of the cost and time to achieve this in-house. These agents work as a fully integrated extension to your team.

“WE NEEDED AN OUTSOURCING SOLUTION THAT WAS VERY SCALABLE AND ALLOWED US TO ADD A LOT OF PEOPLE ON QUICKLY. WE COULDN'T AFFORD TO WAIT FOR A MONTH FOR RECRUITMENT, AND ANOTHER TWO FOR TRAINING. IDEALLY, WE'D HAVE PEOPLE STARTING AT A TWO WEEKS' NOTICE. WE HIRED 15 PEOPLE WITH KONICA MINOLTA IN TWO WEEKS. WE DIDN'T BELIEVE THAT WAS GOING TO WORK BUT IT DID. NOW WE HAVE 23 AGENTS WORKING FOR US AND THERE HAVE BEEN NO COMPLICATIONS AT ALL. THAT'S BEEN THE BIGGEST WIN FOR US.”

Dan Rose, CEO of Paperflow

IT TECHNICAL EXPERTISE

Konica Minolta's outsourced IT Services can support your business operations, tailored to your requirements – from expert advice and managed IT Services to specific tasks or entire IT projects as a service.

- Advice, Skills/ Resources, tasks, or your entire IT Operation delivered as a service
- Dedicated IT professionals, working full time on your projects
- Fully customisable Information Technology Infrastructure Library (ITIL) aligned IT service desks based on industry leading IT service platforms i.e., ServiceNow
- IT Technical Helpdesks – Customer or Internal
- End User or IT admin support via chat, email, phone, self-service backed by our 24/7/365 multi-lingual IT support helpdesks
- Hardware & software support and provisioning as a service including Microsoft Windows, Microsoft 365 migrations & support
- IT consulting & optimisation services – project, adhoc or as a managed service
- Incident Management levels 1, 2 & 3 backed by expert and accredited Technical IT support
- A complete 360° suite of IT support and management capabilities including 24/7/365 proactive IT monitoring, management and security including status & alerts, patching, Anti-Virus, Back-up & recovery, AD, identity & password management & reset requests, email & web filtering, asset management, IT security & data compliance health check scans, database & application management, etc.



BENEFITS OF OUTSOURCED CUSTOMER SERVICE AND HELPDESK SUPPORT



Guaranteed & significant reductions in your operational costs



Every trusted partnership we have, is earned through the results we deliver and consultative advice we provide.



Increase your operational visibility



Scale operations up or down at speed. Dedicated agents - working as a functional extension to your in-house team



Quick, reliable and cost-effective alternative for hiring and operating high performing IT technical experts and IT Service consultants



See increased performance to drive forward your business

WHY WORK WITH US

PROVEN TRACK RECORD

We have over 30 years' expertise and customer successes in the delivery of outsourced and managed services as well as solutions for process automation.

DEPTH & SCALE IN OPERATIONS

Our service delivery operation and managed facility centre in Sofia now has over 300 agents across over 20 shared & dedicated help and service desks supporting customers across the UK and Europe. We use the operation ourselves as well. In fact our service delivery centre is now at the heart of Konica Minolta's internal operations across the UK and Europe.

ROBUST INFRASTRUCTURE AND BUSINESS CONTINUITY MECHANISMS

Our fully managed service centre has robust infrastructure and business continuity plans to ensure the health and safety of our employees and customers as well as continuity of service to our customers at all times.

FLEXIBLE AND SCALABLE SERVICES DESIGNED TO GROW WITH YOUR BUSINESS. FROM DEDICATED TEAMS TO 24/7/365 SHARED HELPDESK, OUR EXPERTS WILL WORK WITH YOU TO FIND THE PERFECT OPTION THAT MEETS YOUR NEEDS



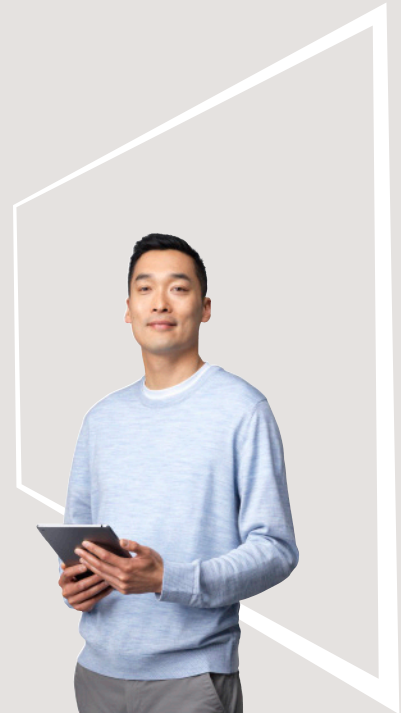
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SUCCESS THROUGH PARTNERSHIP

We take pride in the relationships and trust we have built with our customers. We focus on being a strategic growth partner with one mission – helping our clients' businesses achieve sustainable and scalable growth through optimising process in a cost-effective way.

THINK GLOBAL, ACT LOCAL

Konica Minolta UK, is part on Konica Minolta group, a £6 Billion global organisation with over 20,000 customers in the UK alone. This provides us with the perfect combination of global scale, depth, reach, security, as well as expertise in outsourcing and managed services.



**GET IN TOUCH TODAY
AND LET'S START
BUILDING YOUR
PERFECT TEAM**



LET'S TALK

Get in touch and talk to one of our professionals today about how Konica Minolta and our expert team can help your business enjoy the benefits of digital transformation of your print services:

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