



KONICA MINOLTA



# **SIMPLER, SMARTER IT HELP DESK SERVICE AND SUPPORT**

**WITH KONICA MINOLTA**

People are your most important asset. To ensure they operate at peak performance, they require a responsive, expert IT help desk. One that offers flexible access, rapid response with very high rate of first-time fix. Scalability and specialist knowledge when required. And improved user satisfaction and increased productivity.

Giving Shape to Ideas



“support that can flex with your changing business needs, for a more efficient, cost-effective service”

The modern Konica Minolta IT Helpdesk as a Service enables you to streamline your operations, removing the burden of managing a large helpdesk internally. Our ISO-accredited IT helpdesk comprises a team of certified, experienced individuals providing first, second, and third line support for your end users, to a set of pre-determined service level agreements.

Crucially, you only pay for what you need, saving valuable time and resources on training, expensive ticket systems, overhead support and infrastructure costs.

Whether it is scalability you need, support that can flex with your changing business needs, or a more efficient, cost-effective way of supporting end users, Konica Minolta can help.

### IT HELPDESK AS A SERVICE BENEFITS

- **Optimises performance:** 24x7x365 remote monitoring and support
- **Maximises availability:** 99.999% platform availability SLA
- **Lowers cost:** Hosted model reduces OpEx and CapEx
- **Increases agility:** Includes “Extra Mile” support team
- **Provides peace of mind:** Priority 1 support issues with 30-minute SLA

### KEY FEATURES INCLUDE



Additional resources to augment or complement your existing staff

Industry-leading ticketing and service management

Single point of contact for IT Support

Incident management, problem management and knowledge management

ISO 270001 accreditation

### LET’S TALK

Contact us to find out how Konica Minolta can support, protect and optimise your business today and in the future:

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