



KONICA MINOLTA



CUSTOMER SERVICE & HELP DESK SUPPORT

EXPERT AND SCALABLE CUSTOMER SERVICES

Giving Shape to Ideas



“MOVING OUR CUSTOMER SERVICE TO KONICA MINOLTA HAS BEEN A 100% POSITIVE EXPERIENCE BOTH FOR OURSELVES AND OUR CUSTOMERS. WE ARE MAKING SIGNIFICANT SAVINGS & OUR CUSTOMERS ARE GETTING A MUCH HIGHER RESPONSE RATE TO THEIR HELPDESK QUERIES”

Olivier Thirion,
General Manager Softcity
Avanquest Software

HOW DO YOUR CUSTOMERS RATE YOUR CUSTOMER SERVICE SUPPORT?

Businesses with exceptional customer support are proven to be more competent and competitive, two thirds of businesses already compete on the basis of customer experience. For those customer-facing service teams, there is high expectations of fast and efficient customer support .

‘OK’ CUSTOMER SERVICE JUST ISN’T GOOD ENOUGH

Innovating, delivering and maintaining great customer service can be a challenge, as well as finding the right talent to hire and manage these dedicated operations.

Are these challenges familiar to you?

- High costs associated with recruitment, training, staff turnover
- High expenses due to head count and office premise requirements
- Lack of local and expert talent
- Lack of customer centricity across business departments

- Limited choice of customer support and engagement channels
- Lack of agility, unable to scale up or down customer services with the right talent to meet demand

Konica Minolta outsourced customer service support addresses these challenges and provides you with a quick, reliable and cost-effective alternative for hiring and operating high performing customer service teams.

LET’S START BUILDING YOUR CUSTOMER SUPPORT SERVICE DESK TODAY



FLEXIBLE & SCALABLE CUSTOMER SERVICES TO SUIT

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

Our Customer Service & 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.

All our agents speak fluent English and are often multilingual. In fact, we can cover French, Italian, Spanish, German, Dutch and more. Contracts are fixed-price and flexible to allow an easy point of entry with minimal risk.

Outsourcing your customer services to Konica Minolta will significantly reduce your associated costs as well as help you achieve customer service excellence and increased customer retention.

- Access to high performing and degree-educated talent base
- Dedicated agents - working as a functional extension to your in-house team
- Range of options - including 24/7 support, shared desks and multilingual capability
- Flexible contracts – scalable, agile and risk free
- Significantly lower operating cost vs in house recruitment

- Simple & effective onboarding process for new customers & desks try outsourcing risk free option
- Scalability – build your team up or down, as needed
- Guaranteed Service Levels & reliable high-end infrastructure
- Multilingual work force – fluent agents in English, French, Italian, Spanish, German, or Dutch
- Expert and dedicated Account Management for each customer

“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



BENEFITS OF OUTSOURCED CUSTOMER SERVICE AND HELPDESK SUPPORT



Guaranteed & significant reductions in your operational costs



Personalised and digitised customer experiences



Increase your operational visibility



Scale operations up or down at speed



Achieve new performances. Improves customer experience metrics i.e repeat or upsell customers, net promoters scores



Liberate your management 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.

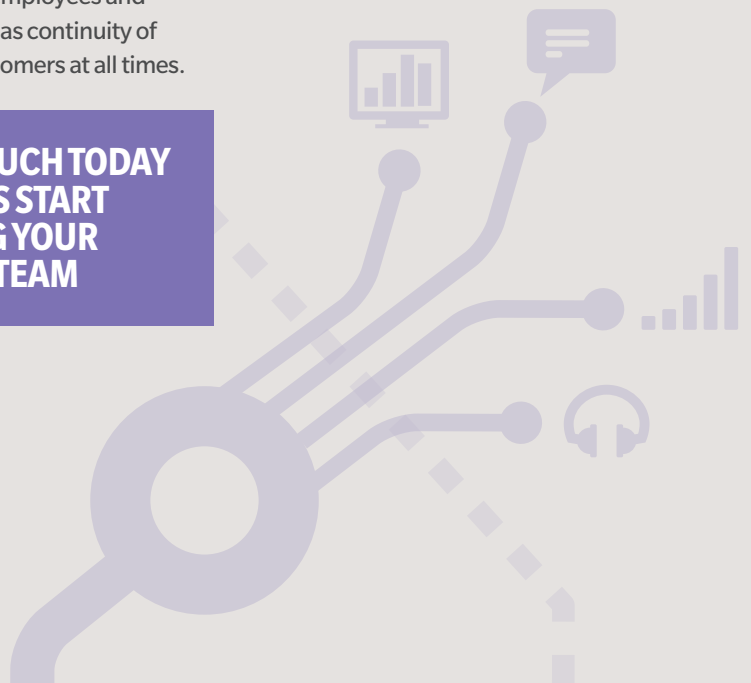
DEPTH & SCALE IN OPERATIONS

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.

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





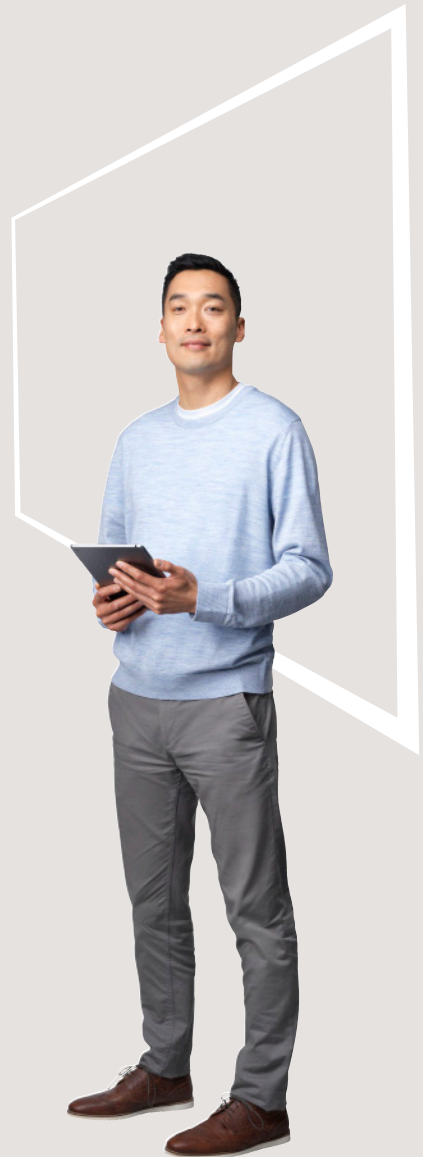
KONICA MINOLTA

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.



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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