



KONICA MINOLTA



DELIVER GREAT EXPERIENCES

WITH KONICA MINOLTA IT SERVICEDESK AS A SERVICE

In today's modern, dynamic workplace, there is increasing pressure for IT to ensure end users can access their applications, services and data from any device, in any location, around the clock. Outsourcing all or part of your service desk function to a trusted third-party can help relieve that burden.



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

The Konica Minolta IT Servicedesk 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.

ServiceNow, the industry-leading IT service management platform, is the backbone of our service delivery, ensuring every end-user request is resolved more rapidly and effectively.

This ISO-accredited solution comprises certified, experienced individuals providing first, second, and third line support, to pre-determined service level agreements (SLAs). Crucially, you only pay for what you need, saving valuable time and resources on training, expensive ticket systems, overhead support and infrastructure costs.

IT SERVICEDesk AS A SERVICE BENEFITS

- Streamline operations: Eliminate the burden of managing a large service desk internally
- Deliver great service: Service adheres to SLAs, KPIs and continual service improvement plans
- Receive expert support: Access to technical expertise familiar with modern systems
- Deliver non-stop service: Receive 24x7x365 support and remote monitoring
- Share more insight: Improved reporting provided by dedicated account manager
- Reduce complexity: Relief from operational and recruitment responsibilities

KEY FEATURES INCLUDE



Dedicated team of service desk analysts to manage, resolve and escalate incidents



Rapid, first call resolution



ITIL best practice, including event, incident, supplier and problem management



ISO 27001 accredited



Transparent logging and case management tracking via service management portal

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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