



KONICA MINOLTA

# KONICA MINOLTA MANAGED IT SERVICES



Giving Shape to Ideas

IT ON YOUR TERMS



## 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.



**WE CALL THIS IT ON  
YOUR TERMS**

**Giving Shape to Ideas**



KONICA MINOLTA



# 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



### REMOTE MANAGEMENT AND MONITORING

Real-time performance visibility for a more proactive approach



### DISASTER RECOVERY AND BUSINESS CONTINUITY

Ensure your most critical business and customer data is protected and can be quickly and easily restored, with minimal downtime



### 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



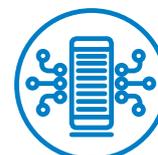
### MANAGED RISK AND COMPLIANCE

Detailed vulnerability and compliance reporting



### ANTI-VIRUS MANAGEMENT

Competitive costs, removing the burden of ensuring anti-virus is up to date across all devices across your IT estate



### NETWORK OPERATIONS CENTRE

Our NOC team is available to assist with all your support needs, delivering support remotely and actively monitoring your systems for critical failure



### MANAGED MAIL PROTECTION

Best-in-class email protection and spam filtering services



### HELPDESK AS-A-SERVICE

World-class customer support with telephone assistance and email ticketing, removing the overhead of managing an internal helpdesk.

**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**



Giving Shape to Ideas



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](mailto:ManagedIT@konicaminolta.co.uk)  
[www.konicaminolta.co.uk/managedit](http://www.konicaminolta.co.uk/managedit)