

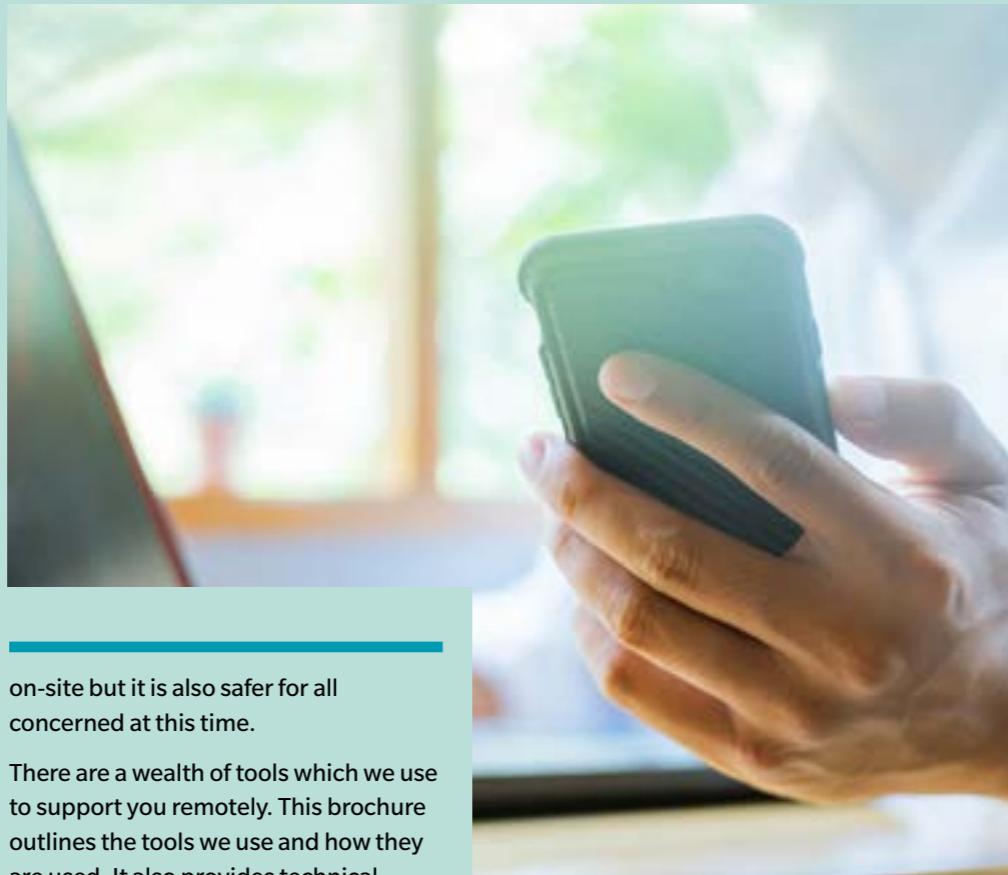


KONICA MINOLTA



**RETHINK
REMOTE
SUPPORT**
WE'RE HERE TO HELP

SAFELY SUPPORTING YOU



At a time where public safety and the health of our nation is paramount, we want to reassure you that we are committed to providing not only the highest levels of support but to ensuring we do this as safely as possible.

Supporting you remotely is a key focus for us as it not only enables us to help you more quickly than visiting you

on-site but it is also safer for all concerned at this time.

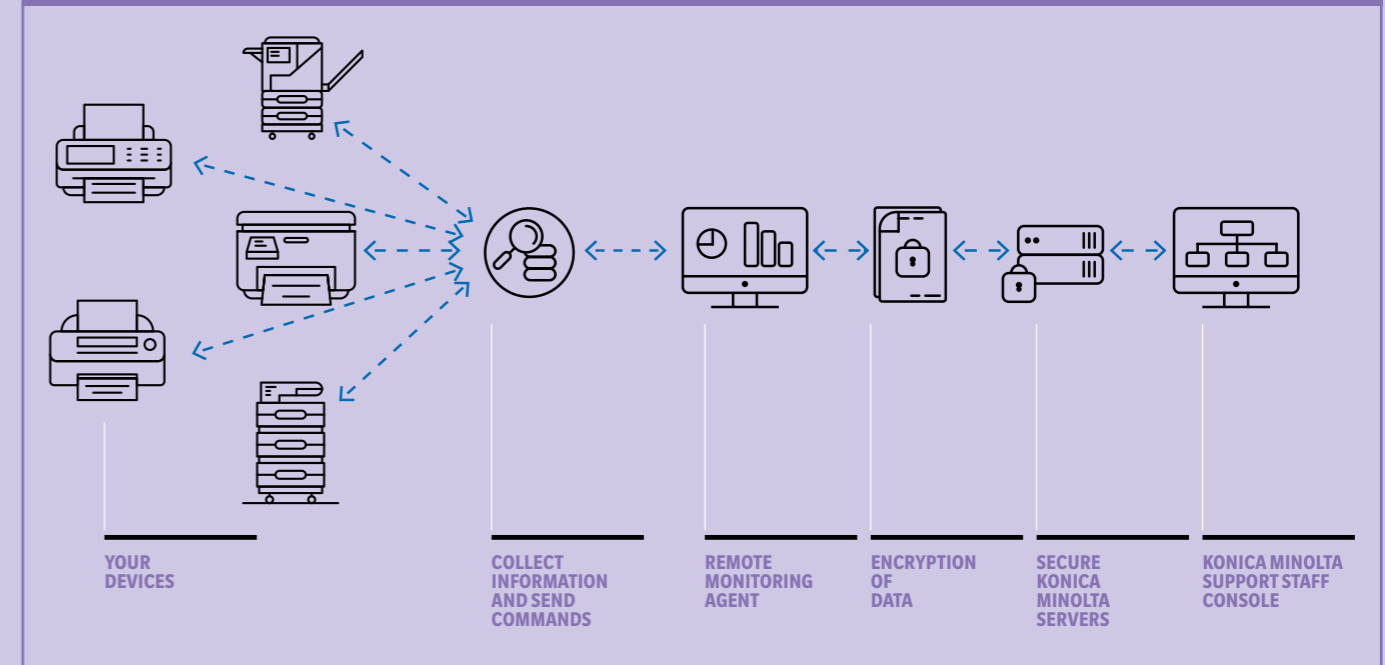
There are a wealth of tools which we use to support you remotely. This brochure outlines the tools we use and how they are used. It also provides technical reassurance about the security of the tools we use.

WHAT REMOTE TOOLS DO WE UTILISE?

SERVICE	Billing	Consumable Delivery	Customer Login	Remote Firmware Update	Parts life counters	Remote Diagnostics	Remote Control of Operation Panel	Cloud based solution	Change device settings	Visual Support
CSRC	✓	✓	✓	X	✓	✓	X	✓	✓	X
RSP	X	X	X	✓	X	✓	✓	✓	✓	X
RDT	X	X	✓	✓	X	✓	✓	X	✓	X
Konica Remote Support	X	X	X	X	✓	✓	✓	✓	✓	✓
AIRe Link	X	X	X	X	✓	✓	✓	✓	✓	✓
Customer Portal	✓	✓	✓	X	X	X	X	✓	X	X

** The grey boxes require assistance from you on-site as the activity is taking place.

HOW REMOTE MONITORING WORKS



CUSTOMER SATISFACTION REMOTE CARE (CSRC)

Customer Satisfaction Remote Care (CSRC) is focused on maximising system availability. We remotely monitor your devices in order to minimise the downtime of your devices and enhance productivity. Remote monitoring is safe and secure, and all data transmitted is encrypted end-to-end.

CSRC enables us to:

- **Monitor** error codes, jam threshold alerts, technical data and environmental data – this information can then be used to provide proactive maintenance but to also optimise your solution
- **Automate** firmware version control – we can also carry out updates remotely using WWRSPPF (see below)
- **Schedule** routine maintenance for a time that suits you
- **Provide** you with a dashboard showing toner levels and device status
- **Deliver** proactive consumable replenishment
- **Enable** you to create and schedule reports for total output counts, toner levels and coverage so you can proactively manage your devices
- **Ensure** you receive notification emails and updates in terms of support
- **Provide** automated and accurate billing

If you would like to sign-up for CSRC, please complete this online form:

assets.genarate.com/assets/demos/BGB/CSRC-Visit-Form.pdf





REMOTE SUPPORT PLATFORM (RSP)

Konica Minolta's Remote Support Platform is a secure cloud-based platform that enables remote servicing of Konica Minolta devices. By servicing your devices remotely, you do not need to book or wait for an engineer and the uptime of your devices is maximised. Key features and capabilities of RSP include:

- **Cloud-based** : so no server resource required on your side, we simply need connectivity to your devices
- **Firmware upgrades**: we can use CSRC to automate firmware version control and then use RSP to carry any upgrades remotely
- **Machine backup**: all settings and device data is backed up to include security settings, address book and scanning locations (please note: the data on the device hard drive isn't backed up)
- **Remote panel**: you have access to a remote panel which enables you to control a device remotely should you need to, for example to change any settings

- **Technical data retrieval** for fault finding and resolution
- **Deployment** of device admin and service mode settings
- **Remote installation of multiple devices**: we can prepare devices for remote install before we transport them to you and then carry out that installation remotely. This removes the need for an engineer to attend your site to complete the installation.

If you would like to enable WWRSPF for your solution, please complete this online form:

assets.genarate.com/assets/demos/BGB/RSP-Request-Form.pdf

REMOTE DEPLOYMENT TOOL (RDT)

Just like our RSP platform, our Remote Deployment Tool (RDT) platform enables us to remotely install and manage your solution. However, where RSP is cloud-hosted, RDT is hosted by you. Many of our customers choose to use RDT instead of RSP as prefer to host RDT rather than use a cloud-based solution.

RDT offers exactly the same benefits and features of RSP in terms of remote servicing to ensure maximum uptime of your solution:

- **Hosted locally on your server**: we simply need remote access to a clean virtual machine (VM) on one of your servers that can be dedicated to RDT
- **Firmware upgrades**: we can use CSRC to automate firmware version control and then use RDT to carry any upgrades remotely
- **Machine backup**: all settings and device data is backed up to include security settings, address book and scanning locations (please note: the data on the device hard drive isn't backed up)
- **Remote panel**: you have access to a remote panel which enables you to control a device remotely should you need to, for example to change any settings
- **Technical data retrieval** for fault finding and resolution
- **Deployment** of device admin and service mode settings
- **Remote installation of multiple devices**: we can prepare devices for remote install before we transport them to you and then carry out that installation remotely. This removes the need for an engineer to attend your site to complete the installation.

If you would like to enable RDT, please complete this online form:

assets.genarate.com/assets/demos/BGB/RDT-Request-Form-v1.0.pdf

KONICA MINOLTA REMOTE SUPPORT

Konica Minolta Remote Support enables our support staff to connect to one of your PCs or servers remotely using desktop sharing so we can help solve any issues with your print solution remotely. You can choose whether to allow access to one of your user's PCs or users can share their own screen. Key features and benefits of Konica Minolta Remote Support include:

- **Secure remote access** to workstation(s) and/or server(s) using, or associated with, your print solution
- **Quicker fault resolution** for both your users and your IT team compared to sending an engineer to investigate an issue on-site
- **Safer** during Covid-19 than sending an engineer
- **Access to a remote panel**: enables you or us to control a device remotely should we need to in order to resolve an issue
- **Remote file transfers**

- **Video support capabilities available**: this can make it easier for all concerned to quickly identify the cause of an issue as well as resolve it

If you would like to request remote support, simply send an email to:

remotesupport@konicaminolta.co.uk



AIRE LINK

AIRe LINK is a Konica Minolta tool that enables us to provide instant remote visual support. Basically it enables our support teams to see what you see, so we can provide improved remote support and fix faults more quickly.

AIRe LINK is different from our standard Remote Support platform as it isn't enabled via a desktop but instead enabled using the camera on a

smartphone or a tablet, or via an external camera. The camera output is streamed as a video to our team to enable them to see what you see, complemented by an audio link so you or your end user and our team can speak to each other. Advanced tools for visual navigation, e.g. live pointer in the video or graphical annotation within a snapshot, are used to guide you visually through the process.

WebRTC protocol is used to enable the Instant Remote Visual Support session to run in a browser for most modern smartphones. You or your users do not need to install an application or create a user account to participate in an AIRe LINK session. He/she only needs to click on an invitation link, typically shared via an SMS or email.



BENEFITS OF USING AIRE LINK

- **Speed of resolution:** as we can see what you see, it is easier and quicker for us to understand the problem as well as guide you than if we were using voice only, and definitely quicker than sending an engineer on-site to investigate
- **Minimise on-site visits:** we can not only quickly understand an issue and identify the cause, we can also guide you through the resolution process. In most cases, this means we can resolve the issue remotely instead of sending an engineer to your site
- **Quick and easy to use:** no remote access via a desktop or sharing of desktops required, users simply receive a link via SMS which they click on to initiate the remote session
- **Secure:** no server access or access to workstations required, an instant remote visual support session is initiated using WebRTC protocol

For details of how AIRE LINK is secured please refer to this Security Whitepaper:

assets.genarate.com/assets/demos/BGB/AIRE_Link_Security_Whitepaper_v1.0.pdf

SUMMARY OF THE KEY BENEFITS OF THE REMOTE TOOLS

- Increased security and bio-security
- Increased safety as removes or reduces the need for on-site visits
- Increased business continuity through maximum uptime
- Quicker fault resolution
- Stress free remote installation of devices
- Accurate and timely billing
- Automatic consumable replenishment: you don't have to order
- Remote firmware updates
- Remote management of device settings
- Access to remote panel for your devices

DON'T FORGET ABOUT OUR CUSTOMER PORTAL

As a valued customer, you have access to eBiz, our secure customer portal. Independently manage and monitor your entire fleet of printers at anytime from anywhere. Using eBiz you can:

- Monitor device usage, including mono and colour volumes
- Access management information reports
- Create service requests and monitor progress online
- Order consumables, to ensure business continuity
- Submit meter readings
- Track your orders and service requests as well as request email updates
- Manage current and historical invoices
- Administer user access for your origination
- Contact our technical support teams
- Access 24/7/365

To access eBiz simply visit:
ecommerce.konicaminolta.co.uk



ONLINE HELP RESOURCES

We have a wealth of information that can help you eliminate the need to engage us at all, empowering you to solve and fix issues you experience. iTraining provides online product

resources to include an explanation of how all our devices operate and step-by-step video guides on all main functions. The perfect way to better understand your bizhub devices.

Please visit our iTraining website 24/7/365 to access these resources:
itraining.konicaminolta.eu



KONICA MINOLTA



CONTACT FOR MORE INFORMATION

If you would like more information on any of our remote support platforms or would like access to any of them, please simply send an email to:

remotesupport@konicaminolta.co.uk