



KONICA MINOLTA



RETHINK CUSTOMER SERVICES

EXCEPTIONAL & SCALABLE CUSTOMER SERVICES AT LOWER COST

Deliver exceptional customer service and significant savings versus in house operations.

Innovating, delivering and maintaining great customer service can be expensive due to the high costs associated with recruitment, training, staff turnover, needing larger office premises and more. Scaling up or down customer services with the right talent to meet demand can also be a real challenge and simply too slow in times of change.

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

“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

Giving Shape to Ideas



KONICA MINOLTA

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 nearshore services are completely flexible and scalable, designed to grow with your business. From 24/7/365 shared helpdesk to dedicated teams working on your project, our experts will work with you to find the perfect option that serves your needs.

“I have been so impressed by the quality of staff Konica Minolta assigned to our project.”

Claire Agutter, MD of
ITIL Training Zone.

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.

Nearshoring 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** - support scalability and remove risk
- **Significantly lower operating cost** vs in house recruitment at home
- **Simple & effective onboarding process** for new customers - try nearshoring 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
- **Consistency, transparency and trust** – we are your strategic partner
- **Expert and dedicated Account Management** for each customer

Flexible and scalable services designed to grow with your business. From dedicated teams to 24/7/365 shared helpdesk, our experts will work with you to find the perfect option that meets your needs

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WHY WORK WITH US

PROVEN TRACK RECORD

We have over 30 years' expertise and customer successes in the delivery of nearshoring and managed services as well as solutions for process automation. See what our customers say about us - visit www.konicaminolta.co.uk/outsourcing

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 our internal operations across the UK and Europe.

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 processes in a cost-effective way.

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

"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



KONICA MINOLTA

300 
AGENTS WORLDWIDE

 **30**
**YEARS EXPERIENCE
& SUCCESSES**

20 
**SERVICE DESKS IN OUR
NEARSHORING TEAM**

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Olivier Thirion, General
Manager Softcity,
Avanquest Software

TRY CUSTOMER SERVICE NEARSHORING EASILY WITH A FIXED-PRICE ROLLING MONTHLY CONTRACT AND FULLY TRANSPARENT PRICING

We offer an easy onboarding process for you to try and experience nearshore customer support. There is no minimum number of people you can hire and we offer flexible contracts to meet your needs today and into the future.

Our solutions are completely flexible and scalable, designed to grow with your business. Our experts will work with you to find the perfect option that serves your needs.

A rigorous recruitment process that accesses & delivers the high performing customer service agents in days.



LET'S TALK

Speak to our experts & try nearshoring today risk-free
www.konicaminolta.co.uk/outourced-customer-services

Tel: 0800 833 864

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