



# **SIMPLER, SMARTER IT HELP DESK SERVICE AND SUPPORT**

**WITH KONICA MINOLTA**

People are your most important asset. To ensure they operate at peak performance, they require a responsive, expert IT help desk. One that offers flexible access, rapid response with very high rate of first-time fix. Scalability and specialist knowledge when required. And improved user satisfaction and increased productivity.

Giving Shape to Ideas



“support that can flex with your changing business needs, for a more efficient, cost-effective service”

The modern Konica Minolta IT Helpdesk as a Service enables you to streamline your operations, removing the burden of managing a large helpdesk internally. Our ISO-accredited IT helpdesk comprises a team of certified, experienced individuals providing first, second, and third line support for your end users, to a set of pre-determined service level agreements.

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

Whether it is scalability you need, support that can flex with your changing business needs, or a more efficient, cost-effective way of supporting end users, Konica Minolta can help.

## IT HELPDESK AS A SERVICE BENEFITS

- **Provides expert support:** Access to technical expertise familiar with modern systems
- **Improves service:** Optimise your internal user experience and ultimately your customer satisfaction
- **Ensures uninterrupted service:** Receive 24 × 7 × 365 support and remote monitoring
- **Reduces complexity:** Relief from operational and recruitment responsibilities
- **Lowers cost:** Use modern service management tools and systems on-demand

## KEY FEATURES INCLUDE



Additional resources to augment or complement your existing staff

Industry-leading ticketing and service management

Single point of contact for IT Support

Incident management, problem management and knowledge management

ISO 27001 accreditation

## LET'S TALK

Contact us to find out how Konica Minolta 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)

**Konica Minolta Business Solutions**, Miles Gray Road, Basildon, Essex, SS14 3AR  
[info@konicaminolta.co.uk](mailto:info@konicaminolta.co.uk) | [www.konicaminolta.co.uk](http://www.konicaminolta.co.uk) | 0800 833864