



KONICA MINOLTA



**I WANT
GREATER
RELIABILITY,
BETTER
AVAILABILITY
AND LOWER
COSTS**



**INFRASTRUCTURE
MANAGEMENT SERVICES**



MANAGED SOLUTIONS FOR YOUR BUSINESS INFRASTRUCTURE

Modern organisations attach great importance to the various technologies they employ to effectively manage their working environment – including network technologies, servers, the Internet, computers and the various infrastructures required to make everything work. Managing these infrastructures can become a significant burden – and should any technology fail, the financial implications could be considerable. Moreover, consideration also needs to be given to the regulatory and security management issues that operating in a specific market sector often dictates.

▀ Your challenge: keeping efficiency up and costs down

Companies often need to consider the strategic nature of their technology assets whilst at the same time balancing this with the need to focus on core business activities. Maintaining the balance between ongoing efficiency and cost-effectiveness on the one hand - whilst ensuring alignment with current and future business demands on the other - is a significant challenge.

▀ Our solution: remote monitoring and control

Employing a specialist Managed Services provider like Konica Minolta will help you reduce the burden associated with the management of non-core, often complex, business technology – freeing your staff to dedicate more time to their everyday business, or give more focus to strategic decision making.

Our Infrastructure Management Services (IMS) in combination with a remote monitoring agent allow you to outsource the responsibility for key aspects of your business infrastructure to improve your overall business performance.

▀ Remote Management Services

Remote Management Services from Konica Minolta enable you to outsource the responsibility for the effective management of the IT infrastructure required to run your business. This is achieved through the deployment of a remote monitoring agent with which issues can be proactively identified and subsequently resolved by your Konica Minolta Service Desk.

Our services are configured to provide a proactive approach to the monitoring and management of your IT infrastructure under a single vendor. This single-point-of-contact methodology reduces your current number of service provider touch points while increasing availability and maximising cost efficiency.

INFRASTRUCTURE MANAGEMENT SERVICES: CUT YOUR COSTS FOR IT SUPPORT

Optimising the costs of maintaining an effective IT infrastructure is a significant challenge for your business – a challenge often balanced against the likelihood of system failure and its potential financial implications. This is further complicated by the need to ensure that your organisation’s technology platform remains fit for purpose, whilst ensuring that core business activities stay in focus. Konica Minolta can help you tackle this balancing act.

Requirement analysis

Matching your IT infrastructure to your business needs is essential. To define your future IT solution, you need to rigorously assess your organisation’s current and future business requirements. Your best option is to let us anticipate your needs – we help you clarify your current and future requirements without negatively impacting your existing investments.

IT infrastructure setup

Today’s IT departments have to be entirely business-focused, constantly needing to reduce costs and improve efficiency. A high concentration of resources is required to adequately service internal customers and maintain and improve business operations. We suggest that you concentrate on doing business as usual while we take care of change management, implementing any necessary changes and adaptations to your existing IT infrastructure.

Application monitoring and management

These days, IT departments need to establish and manage numerous applications, which requires extensive expert knowledge. Why don’t you focus on the efficiency of your business processes and let us look after updates, upgrades and change management! With our Remote Management Services, you minimise reaction times and ensure maximum equipment availability. Updates and upgrades, as well as numerous other tasks required during the application lifecycle are all part of our professional application management services.

Server monitoring and management

Don’t attempt to undertake the monitoring and management of your servers and network infrastructure yourself – leave this to an external provider like Konica Minolta. We take on the full responsibility for your application environment: whatever happens, you simply contact us! No hassle, no hesitation, just instant support via our Service Desk.

Three simple steps for more efficiency

- **Consult:** The path towards a more efficient organisation begins with the analysis of your existing processes and our subsequent optimisation proposal.
- **Implement:** Only after this evaluation do we implement your customised solution. Our certified project managers ensure that this solution entirely fulfils all requirements as agreed with you.
- **Manage:** For lasting success, we will continue to advise you on further optimisation measures in the long term. This way we ensure that you will always be perfectly equipped, even under changing parameters.

Why Konica Minolta?

- **Trust us – we’ve got the brains:**
Take advantage of our experienced team of experts!
- **It’s the processes that count:**
To start with, let us analyse and optimise your procedures.
- **Most effective – an overall solution:**
We stand for the comprehensive, one-stop solution, from consultancy via complete integration into your IT environment all the way to continuous optimisation.
- **Crucial – the right partner:**
An unbeatable combination: our extensive practical experience coupled with dependability and the know-how of an international IT enterprise.



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YOUR ADVANTAGES AT A GLANCE

- ✔ Concentrate on your core tasks and leave the monitoring and management of your server and network infrastructure to us.
- ✔ Increase your overall efficiency with right-sized IT infrastructure.
- ✔ Meet all current and future IT requirements.
- ✔ Optimise your ability to adapt to business changes.
- ✔ Keep your IT operating costs in check.
- ✔ Enable your IT department to concentrate on business-as-usual.
- ✔ Minimise the downtime for all your Konica Minolta applications.
- ✔ Get updates and upgrades instantly and without fuss.
- ✔ Get market-leading expertise from our consultants working hand-in-hand with your expert teams.
- ✔ Enjoy comprehensive all-round service from a single competent service provider.

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