



KONICA MINOLTA

Giving Shape to Ideas



Konica Minolta **MANAGED IT SERVICES**

Your One Stop Information Technology Partner

ONE-STOP

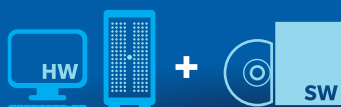
Information Technology Management Services

SERVICE SCOOP



TECHNICAL SUPPORT SERVICE

- > **Hardware & system maintenance:**
Provide repair, recovery and backup of IT equipment and system
- > **Per-call & token-based support service:**
Cater for the need of ad-hoc, un-planned or urgent IT support and short-term resources for deployments and projects
- > **Helpdesk service:**
Operate a centralised helpdesk providing a single point of contact to all customer enquiry, remote support and service request
- > **Equipment IMAC & relocation service:**
Suggest and arrange the comprehensive planning to install, move, add and change (IMAC) IT equipment and relocation service
- > **Equipment lifecycle management service:**
Properly disguise confidential information and provide the data recovery service to ensure all important data stored safety



HARDWARE & SOFTWARE PROVISIONING

- > **Installation, deployment & planning service:**
Provide various IT products and solutions to fit the need of each customer's budget and environment together with agreed schedule, arrangement, planning, implementation and management



INFRASTRUCTURE SETUP

Offer an all-rounded setup service on IT infrastructure such as design, development and revamp of network, server rack, server room, security and monitor system, Wi-Fi / switch / router provision, cable wiring and patching, air-conditioner and UPS system provision



PROFESSIONAL SYSTEM INTEGRATION SERVICE

- > **System migration, upgrade & optimisation**
- > **High availabilities and clustering options and solutions**
- > **Mail, storage and backup solutions**
- > **Security solutions:**
System access; email & end-point security; anti-virus, anti-spam; network security & UTM, etc.

Communication and network installation:
VOIP, PBX/ web-based phone system deployment, web/ cloud-based video conference solution, etc.

COMPETITIVE ADVANTAGES

	Cost efficiency	Service scope	Stability	Quality guarantee
Internal IT Personnel	Pay fixed cost for permanent employee such as wages, CPF, office space and other benefits, it involves high cost in return	Take risk to hire a mismatched IT staff and need to train them with different expertise	Staff unavailability, such as vacations, sick leave, unscheduled family leave and maternity leave	Wrong appointment of unqualified employees and it is unlikely that one IT staff will be able to fulfill all technologies needs
Konica Minolta Managed IT Services	Choose the token-based service package with fixed cost for the services provided	Skilled and specialised experts provide top quality support	Ensure continuous and stable service by professional team	Scalable and professional service team built by Konica Minolta over a couple of years

BENEFITS

Minimise labour and operating expenses:

Outsourcing tends to be less expensive than hiring a full-time in-house professional. Much costs such as overhead, training and certifying the IT staff can be saved.

Provide reliable, high-quality and world-class IT services:

We offer the latest and most advanced technologies to enhance the competitiveness of your enterprise.

Increase the operation efficiency:

Our experts provide comprehensive care for a wide variety of technical support issues and keep your business running smoothly.

High service quality with professional certification:

Our professional team is qualified with a wide range of different certifications such as CompTIA, MCSA, MOC, MCITP, MCSE, MCTS, CCNA, LPIC, PMP and ITIL to ensure the high quality of service.

Continuity and risk management:

High turnover rate of the employee will add uncertainty and inconsistency to the enterprise. Outsourcing will provide a level of continuity to the company while reducing the risk that a substandard level of operation would bring to the company.

Comprehensive protection of the enterprise system and data security:

Whilst your system and data is being held securely by us, you can focus on the core business of your company without the worry of whether your system is smoothly operating and your data are safe. We can also ensure all systems and resources can be returned to the normal operation once any emergency happens, making operations smoother.





FOR THE EARTH. FOR THE FUTURE.

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Presence in the region

Bangladesh . Bhutan . Brunei . Cambodia . Indonesia . Laos . Malaysia . Mauritius . Myanmar . Philippines . Singapore . Sri Lanka . Thailand . Vietnam

About Konica Minolta Business Solutions Asia

Konica Minolta Business Solutions Asia is a leader in print and enterprise content management focusing on optimisation, productivity and information sharing via its broad range of office and production printing solutions and services. Backed by strong service standards and proficient support staff, Konica Minolta has won numerous awards and recognition, including placement in the Leaders Quadrant on the Gartner 2014 Magic Quadrant for Managed Print Services (MPS) and Managed Content Services (MCS). Konica Minolta, Inc. has also been named to the Dow Jones Sustainability World Index for four years in a row. For more information, please visit: <http://www.konicaminolta.sg/business/>.

Our organisation is certified according to ISO27001, ISO9001, ISO14001 and ISO13485 standards.