



KONICA MINOLTA

DIGITAL SHIELD

RETHINK CARE



Remote Care

Giving Shape to Ideas

Time is precious. And we know that. With Konica Minolta's Remote Care, enjoy a hassle-free experience and optimum productivity in the office.

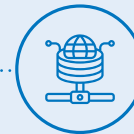
With a solution that allows remote servicing of Konica Minolta multi-function printers, gone are the days of frustrating phone calls and long waits for help to arrive. Designed to include purposeful features that make maintenance effortless while keeping your multi-function printers secured, this is the perfect service for decreasing device downtime.

SEAMLESS SERVICE FOR BUSINESSES



DEVICE FIRMWARE UPGRADE

Keeping your devices operating system up to date is vital for a smooth performance. With Remote Care, the latest security patches and firmware updates are scheduled automatically for you, making sure that your multi-function printers are always operating at its best.



SYSTEM LOG ACQUISITION / SELF-DIAGNOSIS

In case of a system malfunction, we intelligently collect data from your system log allowing easy self-diagnosis and remote maintenance. This also allows us to predict your service needs, hence increase up-time, allowing you to focus your time on the things that matter.



DATA BACKUP

Worried about losing the settings and other important information stored in your multi-function printer? We know your pain. With reliable data backup and easy data retrieval, you never have to worry about losing your data again!



REMOTE PANEL

Supporting IT services from our professional help desk can carry out troubleshooting off site, rectifying problems as quickly as possible.

Simple functions. Powerful solutions

We want to support the way you work. With remote servicing, you can focus on working better, with less distractions.

Customised updates to your operating systems are done automatically, so you can always count on your multi-function printers to perform to the optimal condition. With seamless synchronisation across all devices, it allows you to work with the settings you want. Supported with reliable and secured backup, you won't need to worry about losing your preferred settings anymore. Be assured that your data will always be in safe hands.

Place your trust in Konica Minolta's simple and powerful service solutions that are available in the following options:

		Standard	Remote Care
1	Remote meter reading collection	✓	-
2	Remote consumables supply alert	✓	-
3	Proactive Maintenance & Service includes: <ul style="list-style-type: none"> • Firmware Update • Setting Updates • Schedule Data Back Up 	-	✓
Default Troubleshooting Activities: <ul style="list-style-type: none"> • Remote Troubleshoot • System Log Acquisition • Self Diagnosis 			

Konica Minolta Business Solutions Asia is transforming the workplace of the future with its customer-centric solutions and hardware for the digitally connected world. We are committed to creating new values for the society with our expertise. From information management to technology enabling tools, the solutions help businesses improve their time to information, support mobility, and optimize business processes with workflow automation. Konica Minolta, Inc. has also been named to the Dow Jones Sustainability World Index, one of the most prestigious global indices of ESG investment, for seven years in a row. For more information, please visit <http://www.konicaminolta.sg/business/>

(Information accurate as of 1 September 2019)

For more information, visit us at:

