



KONICA MINOLTA

LEVERAGING MANAGED SERVICES TO YOUR ADVANTAGE

Managed Services from Konica Minolta allows you and your team to focus on the high-value tasks of your business, while our experts and experience provide the peace of mind that your system is running smoothly. We ensure your system evolves to meet your needs long into the future, with services that include:

APPLICATION MANAGEMENT

Offload the day-to-day administration, operational tasks, and preventive maintenance of your Tungsten software. You'll be able to focus on what matters most — your core business operations and your customers.

PROACTIVE & TIER I, II, AND III SUPPORT

Free up your technical team and expedite ticket resolution through direct management of issues. Once an issue is identified by our administrators or by your team, we work directly in your system and with your users to resolve the issue.

ON-DEMAND EXPERTISE

Provides an on-demand workforce, with skills, knowledge and specialized training – without having to employ staff members who have every possible capability you may ever need.

SOLUTION OPTIMIZATION

Brings in an outside experience, with best-practices and perspectives from our over 1000 years of experience – sharing this insight and advantages directly with you.

OUR MANAGED SERVICES HELP WITH:



Cost Management



Staffing Challenges



Business Continuity



Breadth of Knowledge



Resource Prioritization



Rising Labor Costs

OnBase is a registered and/or unregistered trademark of Hyland Software, Inc. and its affiliates in the United States and other countries.



THE KONICA MINOLTA DIFFERENCE

- 85+ Technical Resources
- Expertise in nearly all aspects of the solutions we support
- 1000+ Years of Experience
- Experts across a vast number of industries

Giving Shape to Ideas

INTELLIGENT INFORMATION MANAGEMENT (IIM) MANAGED SERVICES



COMPARING SOFTWARE OPERATIONS & SUPPORT SERVICES TIERS

FEATURE	MAINTENANCE & SUPPORT	TIER 1 STANDARD	TIER 2 ENHANCED	TIER 3 PREMIUM
Software Upgrade Assurance	✓	✓	✓	✓
Email Technical Support	✓	✓	✓	✓
Phone Technical Support	✓	✓	✓	✓
Infrastructure Change Consultation	✓	✓	✓	✓
System Monitoring		✓	✓	✓
Documentation		✓	✓	✓
Managed Services Workspace		✓	✓	✓
Enhancement Support		✓	✓	✓
Upgrade Support		Optional	Optional	Optional
Custom Development Support			✓	✓
Business Continuity Planning			✓	✓
Training Services				✓
Dedicated Technical Account Manager				✓
Strategic Planning Services				✓

BI-ANNUAL UPGRADE SUPPORT OVERVIEW

FEATURE	MAINTENANCE & SUPPORT	TUNGSTEN ENGINEERING	KONICA MINOLTA UPGRADE SERVICES
Right to Download / Access the Latest Version of the Software	✓	✓	✓
Installation of Latest Database Software & Applications		✓	✓
Upgrade Scheduling Planning and Coordination			✓
Assist with Installation Package			✓
System & Solution Testing			✓
Updates to Service Paths, Links, or References as Needed			✓

For more information on how to obtain Managed Services for your organization, contact your Konica Minolta IIM representative today!



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