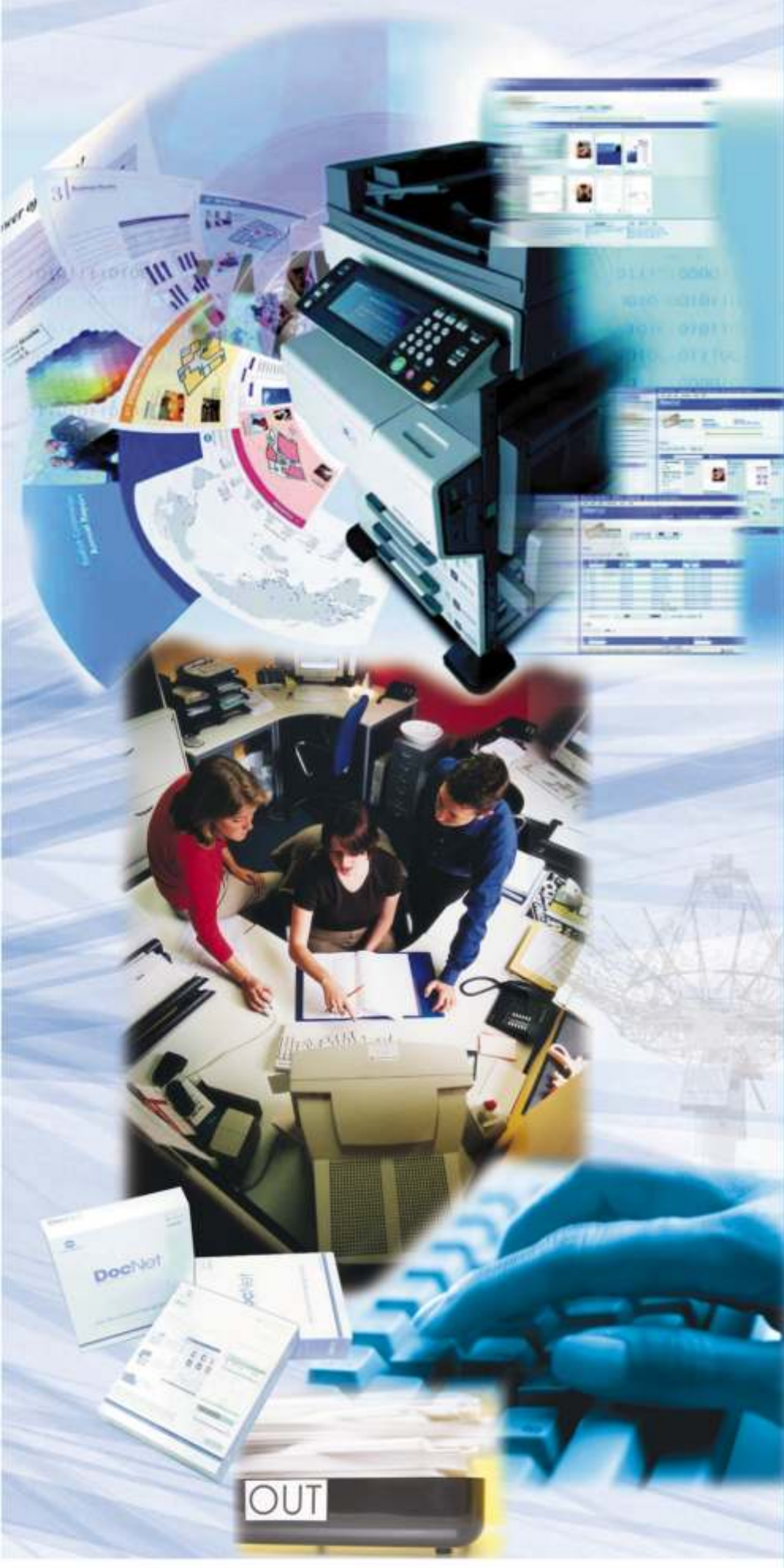




**KONICA MINOLTA**  
PROFESSIONAL SERVICES

## *Support Services*



## **Customer Support Centre**

Regular contact with Konica Minolta Professional Services customers is of vital importance. The division uses advanced call centre systems to provide a professional service. Fully trained help-desk team will either resolve the problem over the phone or arrange for one of its fully trained Service Engineers to visit a client's site. By asking pertinent questions, the help-desk agents will narrow down the possible range of problems in order to provide the site engineer with as much advance knowledge as possible before arriving at the faulty device.

## **Flexible Contracts and SLA's**

Konica Minolta Professional Services offers a number of specialised Service Level Agreements (SLA). As the move from the long established analogue environment evolved into a sophisticated digital environment, so Konica Minolta Professional Services has enhanced its service capability to match the rapid advances in office automation technology. Accompanying the advanced functionality of Konica Minolta devices is the need to develop a highly trained field staff and to satisfy the consequent complex needs of customers. These three areas of concern have been provided for in a series of service level plans that are geared towards satisfying client needs. Konica Minolta devices are no longer viewed as simply photocopiers, but as complex devices that integrate directly into a client's network infrastructure. Issues such as, security, up-time, response times, parts availability, skills availability and software stability are the prime concerns for customers. Through its Business & Professional Services offerings, MiSax is able to reduce these concerns through its commitment to superior service and provision of all the elements necessary to support this commitment.



## **Support Services**

After-Sales Support Maximum availability of hardware and software is a priority for most businesses. To ensure that customers continue to reap the rewards of their products and software solutions, Konica Minolta Professional Services's highly skilled and accredited engineers keep products in top condition and maintain software to optimum standards. Customers can also take advantage of a range of support services to suit their particular business environment, including telephone helpdesks and on-site services.

