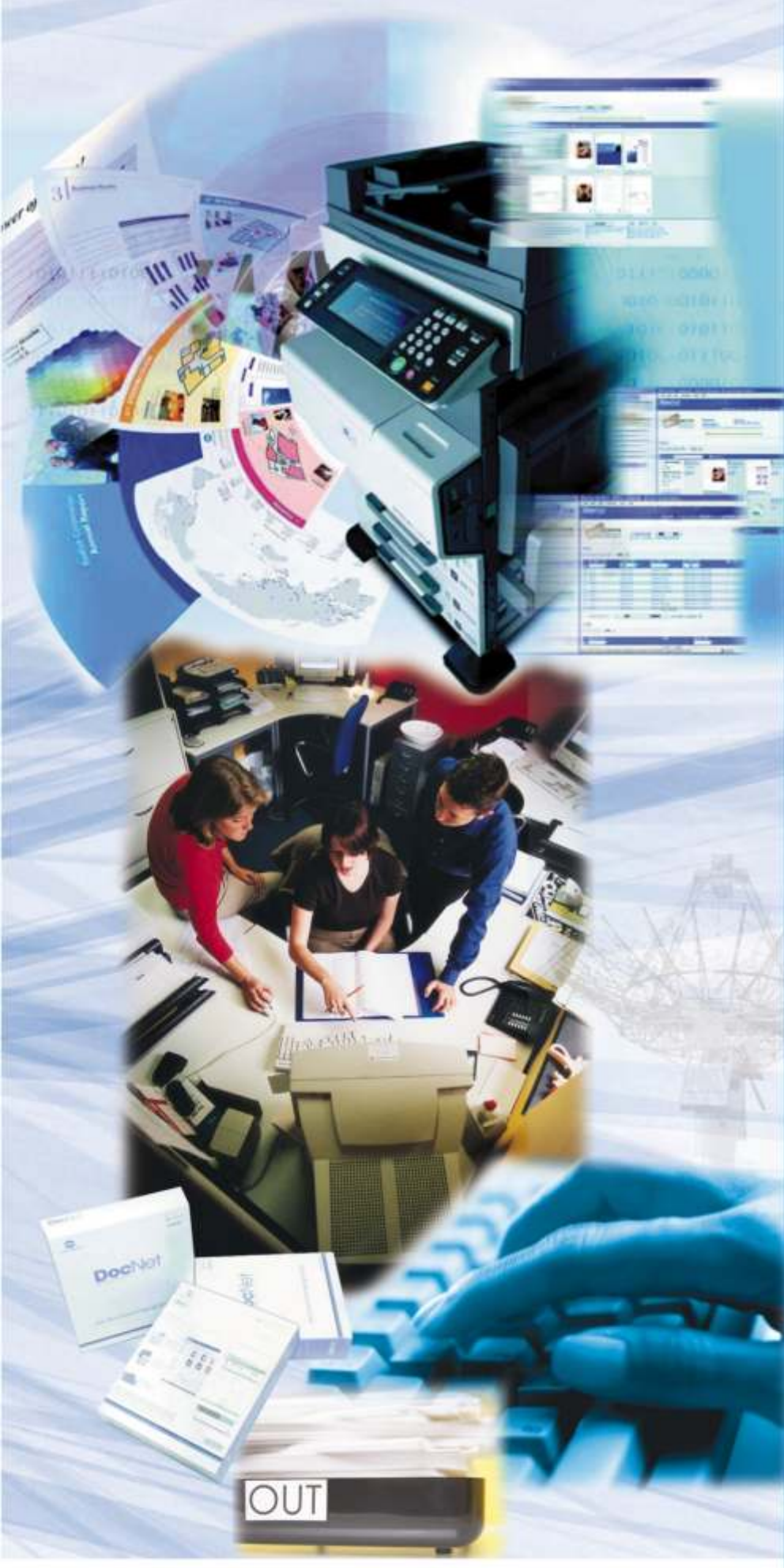




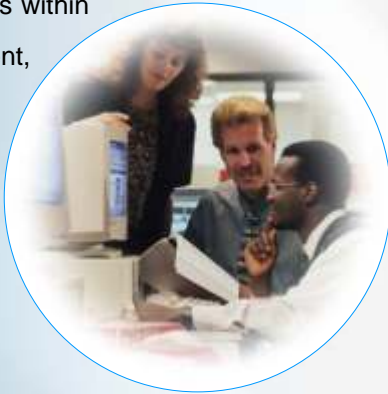
KONICA MINOLTA
PROFESSIONAL SERVICES

Training Services



Key Operator Training

Special consideration needs to be made with regard to the management of high volume devices (60 page per minute and more), usually in companies' print rooms. With, Konica Minolta Professional Services provides the training for specialised staff in control of these machines to ensure that full functionality of each high-volume device is achieved. This includes the management and controlling of all the devices within the print room environment, including managing job flow, prioritizing jobs, inserting urgent jobs and stopping jobs.



Administrator / Product Training

Managing an entire network of multifunctional devices and various other INFORMETA software applications requires a high level of expertise and skill. Konica Minolta Professional Services provides its clients with the necessary training to manage, control and maintain the entire software and hardware environment, thereby ensuring a degree of independence, more up-time and a higher return on investment.

Skills Development Training

The Konica Minolta Professional Services training centre forms an integral part of the division and provides training to Konica Minolta branches and dealers as well as to clients nationwide. The training centre is a member of CompTIA and boasts a Thomson Prometric Test Centre, which allows Konica Minolta Professional Services to deliver CompTIA and Microsoft certification examinations. Konica Minolta Professional Services prides itself in the quality of the training offered by its fully qualified trainers, who are specialists in their respective fields. Training courses on offer include Microsoft, A+, N+, CDIA, Project+, MCSA and MSCE as well as various Graphics Application modules. These professional programs provide clients with the skills and knowledge they need to get the most from their products and software solutions.

End-User Training

Once a device has been installed onto a network, training is required to introduce the user to the many additional features that the new device offers. Hands-on training on client premises gives users insight on how to access the network, direct printing operations and maximise the use of the new device. This training is delivered on a one-on-one or small group basis and lasts for about 45 minutes.

Super-User Training

There are often teething problems when a new device is introduced. With this in mind, Konica Minolta Professional Services trains one or more key users, more commonly known as super-users, on additional processes and procedures for a specific device, for example, the installation and configuration of the printer driver or the creation of user accounts on a particular device. These users are normally IT-orientated people who have a better understanding of the device and are able to assist their fellow colleagues with normal day-to-day problems. This assists in reducing down-time as problems are resolved more quickly.

