



KONICA MINOLTA



RETHINK REMOTE SUPPORT

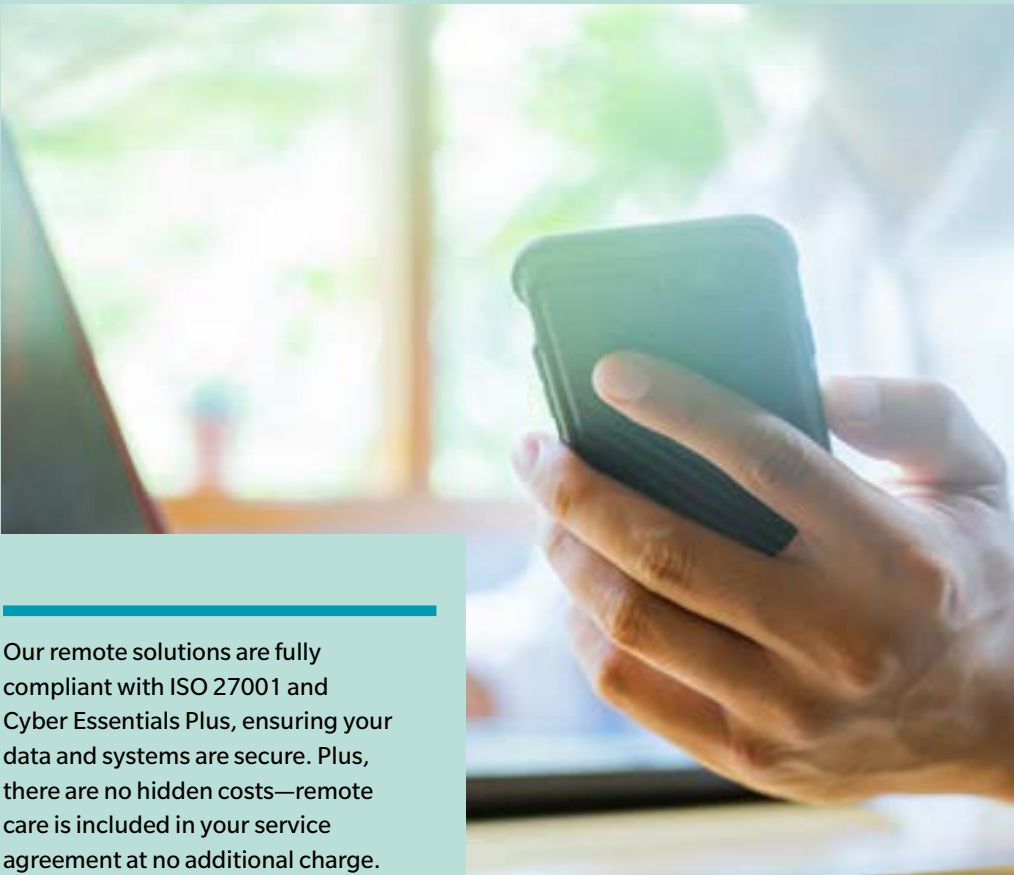
WE'RE HERE TO HELP

Giving Shape to Ideas

SAFELY SUPPORTING YOU

We’re here to support you swiftly, securely, and sustainably.

Our priority is to provide you with top-tier support, and remote care plays a vital role in ensuring everything runs smoothly. By using remote tools, we can resolve issues faster than by sending someone on-site, minimizing downtime and disruption, so you can stay productive. This approach also reduces the need for external visits, contributing positively to your ESG goals through lower travel and emissions.



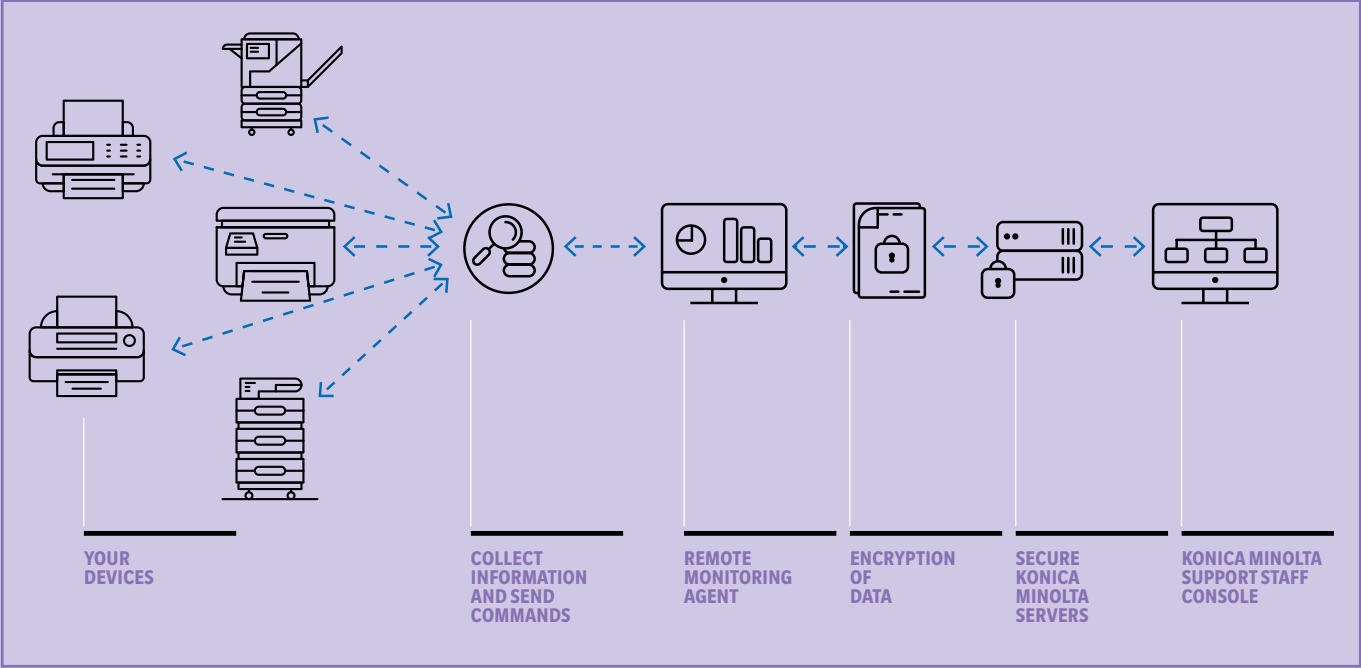
Our remote solutions are fully compliant with ISO 27001 and Cyber Essentials Plus, ensuring your data and systems are secure. Plus, there are no hidden costs—remote care is included in your service agreement at no additional charge.

WHAT REMOTE TOOLS DO WE UTILISE?

SERVICE	Billing	Consumable Delivery	Customer Login	Remote Firmware Update	Parts life counters	Remote Diagnostics	Remote Control of Operation Panel	Cloud based solution	Change device settings	Visual Support
Remote Care	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
Konica Remote Support	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓
AIRe Link	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓
Customer Portal	✓	✓	✓	✗	✗	✗	✗	✓	✗	✗

** The grey boxes require assistance from you on-site as the activity is taking place.

HOW REMOTE MONITORING WORKS



REMOTE CARE - MONITORING

Remote Care - Monitoring is focused on maximising system availability. We remotely monitor your devices in order to minimise the downtime of your devices and enhance productivity. Remote monitoring is safe and secure, and all data transmitted is encrypted end-to-end.

CSRC enables us to:

- **Monitor** error codes, jam threshold alerts, technical data and environmental data – this information can then be used to provide proactive maintenance but to also optimise your solution
- **Automate** firmware version control – we can also carry out updates remotely using RSP (see below)
- **Schedule** routine maintenance for a time that suits you
- **Deliver** proactive consumable replenishment
- **Enable** you to create and schedule reports for total output counts, toner levels and coverage so you can proactively manage your devices
- **Ensure** you receive notification emails and updates in terms of support
- **Provide** automated and accurate billing

If you would like to sign-up for CSRC, please complete this online form:

[Remote Services Form](#)



REMOTE CARE - SERVICE & SUPPORT

Konica Minolta's Remote Service Platform is a secure cloud-based platform that enables remote servicing of Konica Minolta devices. By servicing your devices remotely, you do not need to book or wait for an engineer, enabling us to maximise the uptime of your devices.

KEY FEATURES AND CAPABILITIES OF RSP INCLUDE:

- **Cloud-based** : so no server resource required on your side, we simply need connectivity to your devices
- **Firmware upgrades**: we can use Remote Care to update your firmware to address security vulnerabilities and resolve some faults
- **Machine backup**: if required we can backup device settings to facilitate a faster recovery from a device fault or copy to a new device
- **Remote panel**: Our support desks can utilise Remote Panel to diagnose faults and assist end users if there is ever a problem
- **Technical data retrieval for fault finding and resolution**
- **Remote install**: Using our remote tools we are able to quickly configure your new devices as soon as they come online. This eliminates waiting for a Technician visit, also benefitting the environment.



MANAGED RSP

Optionally, in addition to the standard Remote Care service, we can offer an enhanced service called Managed RSP.

- **Firmware version control**: we will proactively monitor your device firmware and work with you to update your devices on a convenient timescale
- **Function Enhancements**: when function enhancements become available, we will update your machines
- **Device settings**: manage the device settings via settings templates
- **Remote Hardening**: we can remotely harden your devices by encrypting the disks, updating security settings and changing device passwords
- **Monthly Usage Report**: Managed RSP customers will get a monthly status report.

If you would like to enable RSP for your solution, please complete this online form:

[Remote Services Form](#)



KONICA MINOLTA REMOTE SUPPORT

Konica Minolta Remote Support enables our support staff to connect to one of your PCs or servers remotely using desktop sharing so we can help solve any issues with your print solution remotely. You can choose whether to allow access to one of your user's PCs or users can share their own screen. Key features and benefits of Konica Minolta Remote Support include:

- **Secure remote access** to workstation(s) and/or server(s) using, or associated with, your print solution
- **Quicker fault resolution** for both your users and your IT team compared to sending an engineer to investigate an issue on-site
- **Access to a remote panel**: enables you or us to control a device remotely should we need to in order to resolve an issue

- **Remote file transfers**
- **Video support capabilities available**: this can make it easier for all concerned to quickly identify the cause of an issue as well as resolve it

If you would like to request remote support, simply send an email to:

remotesupport@konicaminolta.co.uk

AIRe LINK: YOUR GATEWAY TO ENHANCED VISUAL SUPPORT

INTRODUCING AIRe LINK

Konica Minolta's innovative Visual Support Tool, designed to enhance our Virtual Service Visit offering. This cutting-edge solution allows us to provide faster responses and advanced visual support to our customers, ensuring more uptime by diagnosing faults in real-time.

SEAMLESS VISUAL SUPPORT

With AIRe Link, initiating a Visual Service Visit is quick and easy. Our technical support specialists can send a message via text or email to any device with a camera, such as a mobile phone, tablet, or laptop. Simply click the link provided, and within seconds, you are connected, allowing our support technicians to see any issues in real-time.

ENHANCED FEATURES FOR BETTER SUPPORT

AIRe Link offers a range of features to improve our Virtual Service Visit Offering

- **Snapshots and Recordings**: Capture images and record sessions for detailed analysis.
- **Support Documentation**: Access and share relevant support documents instantly.
- **Training Assistance**: Provide a small element of training during the Virtual Service Visit session.

LEVERAGING ADVANCED TECHNOLOGY

By utilizing the Realwear Navigator headset for hands-free support, Konica Minolta is revolutionizing our support services. This technology enables us to better serve our customers and support our onsite technicians in a unique and efficient way.



SECURITY AND PRIVACY

At Konica Minolta, we prioritize the security and privacy of our customers. AIRe Link is designed with robust security measures to ensure that all visual support sessions are secure and confidential.

Key security features include:

- **Encrypted Connections:**
All communications are encrypted to protect data integrity and confidentiality.
- **Access Control:**
Only authorized personnel can initiate and participate in the Virtual Service Visit sessions.
- **Data Protection:**
Snapshots, recordings, and any shared documents are stored securely and are accessible only to authorized users.
- **Privacy Compliance:**
AIRe Link complies with all relevant privacy regulations and standards to safeguard customer information.

EXPERIENCE THE FUTURE OF TECHNICAL SUPPORT WITH AIRe LINK

With Virtual Service Visit provided by AIRe Link, Konica Minolta is committed to delivering Industry leading technical support and leveraging new technologies to assist our customers better.

Join us in experiencing the future of visual support and enhanced customer service.

SUMMARY OF THE KEY BENEFITS OF THE REMOTE TOOLS

- Increased security and bio-security
- Increased safety as removes or reduces the need for on-site visits
- Increased business continuity through maximum uptime
- Quicker fault resolution
- Stress free remote installation of devices
- Accurate and timely billing
- Automatic consumable replenishment: you don't have to order
- Remote firmware updates
- Remote management of device settings
- Access to remote panel for your devices

DON'T FORGET ABOUT OUR CUSTOMER PORTAL

As a valued customer, you have access to eBiz, our secure customer portal. Independently manage and monitor your entire fleet of printers at anytime from anywhere. Using eBiz you can:

- Monitor device usage, including mono and colour volumes
- Access management information reports

- Create service requests and monitor progress online
- Order consumables, to ensure business continuity
- Submit meter readings
- Track your orders and service requests as well as request email updates
- Manage current and historical invoices

- Administer user access for your origination
- Contact our technical support teams
- Access 24/7/365

To access eBiz simply visit:

ecommerce.konicaminolta.co.uk



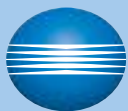
ONLINE HELP RESOURCES

We have a wealth of information that can help you eliminate the need to engage us at all, empowering you to solve and fix issues you experience. iTraining provides online product

resources to include an explanation of how all our devices operate and step-by-step video guides on all main functions. The perfect way to better understand your bizhub devices.

Please visit our iTraining website 24/7/365 to access these resources:

itraining.konicaminolta.eu



KONICA MINOLTA



CONTACT FOR MORE INFORMATION

If you would like more information on any of our Remote Service Platforms or would like access to any of them, please simply send an email to:

remotesupport@konicaminolta.co.uk