KONICA MINOLTA

Empower

EMPOWER
YOUR IT TEAM
LOOK TO MANAGED IT
FOR SUPPORT

Giving Shape to Ideas

70%

OF BUSINESSES IN WESTERN EUROPE ARE CONSIDERING INVESTING IN SMART COLLABORATION SYSTEMS

WHY YOU NEED SUPPORT
WITH YOUR IT

Now is the perfect time to plan for the long-term strategy and resiliency of business IT services. As the heart of your business operations, ensuring your IT provision is matched to your needs will ensure you can be more productive and prepared for the challenges and opportunities ahead through the targeted use of the right technology and Services.

A recent survey by Spiceworks Ziff Davis (SWZD) highlighted a number of key concerns facing businesses. These include heightened fear over a recession in 2023 onwards (83%), and the need for belt-tightening on budgets (50%). UK businesses also face an ongoing challenge in sourcing the right staff with the necessary training and skills, and the question of affordability of the IT solutions required to sustain operations and grow to meet demand.

Naturally your IT systems and support must be suitable for meeting your evolving business challenges and needs but providing this in-house brings its own set of challenges. We understand the Top three IT Challenges for 2023 are: Optimising current processes, keeping up to date with new technologies, and finding qualified and trained IT people.

The world of IT is evolving rapidly to meet business demands so it is vital that your IT services match these changes. Consider these facts (Source: Keypoint Intelligence - Market and Vendor Insights – Smart Workplace: Collaboration & Conferencing Systems):

- 77% of IT staff time is spent on user support,
- By 2025 75% of the
- workforce will be digitally native Millennials that expect more from the IT services they use,
- 63% of IT decision makers say that security is the most important investment between now and 2025,
- 70% of businesses in Western Europe are considering investing in smart collaboration systems

Expertly Managed IT Services from Konica Minolta will address these needs and so much more.

WHAT ARE
MANAGED IT SERVICES?

Managed IT Services enable you to outsource some, or all your business IT needs to an expert provider to reduce costs, improve the service quality, or to free up your internal teams.
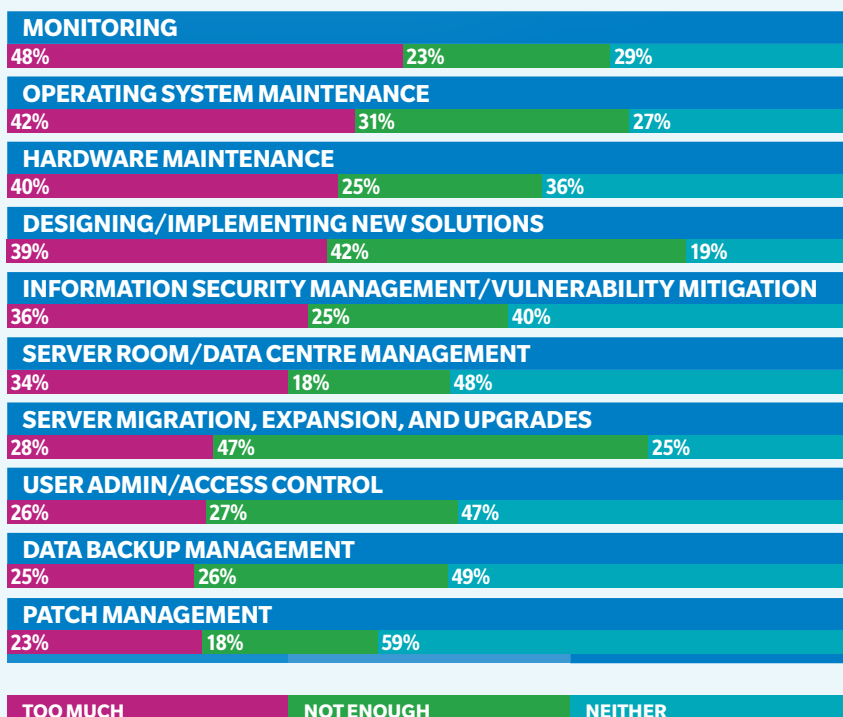
With Managed IT Services, you pay a monthly fee to use as much support as you need within the service definition. This provides a highly agile approach to your IT support, enabling you to scale it to meet the specific demands of your business, as and when needed.

Fully Managed IT Services help you improve business operations and cut expenses by offloading general IT management and monitoring duties from your in-house team to a better-equipped external team. Managed IT Services also take the overall security of a network and data out of the hands of a single person and put it into the hands of an entire team with proven systems and processes.

This frees up the time and resources of your internal IT team by relieving the burden of managing day-to-day IT tasks and enabling them to focus on how to support the business in achieving its goals.

> **"FULLY MANAGED IT SERVICES HELP YOU IMPROVE BUSINESS OPERATIONS AND CUT EXPENSES BY OFFLOADING GENERAL IT MANAGEMENT AND MONITORING DUTIES TO A BETTER-EQUIPPED EXTERNAL TEAM"**

THE ACTIVITIES TAKING TOOL MUCH & TOO LITTLE OF IT'S TIME

MONITORING
48% | 23% | 29%

OPERATING SYSTEM MAINTENANCE
42% | 31% | 27%

HARDWARE MAINTENANCE
40% | 25% | 36%

DESIGNING/IMPLEMENTING NEW SOLUTIONS
39% | 42% | 19%

INFORMATION SECURITY MANAGEMENT/VULNERABILITY MITIGATION
36% | 25% | 40%

SERVER ROOM/DATA CENTRE MANAGEMENT
34% | 18% | 48%

SERVER MIGRATION, EXPANSION, AND UPGRADES
28% | 47% | 25%

USER ADMIN/ACCESS CONTROL
26% | 27% | 47%

DATA BACKUP MANAGEMENT
25% | 26% | 49%

PATCH MANAGEMENT
23% | 18% | 59%

TOO MUCH | NOT ENOUGH | NEITHER

SIGNS YOUR BUSINESS NEEDS IT ASSISTANCE

There are often signs that your business would benefit from Managed IT Services. If you recognise any of the following in your business, then it is time to consider the extensive benefits of Managed IT:

- **FAILING IT SUPPORT** is impacting your business operations - Negative impacts and failures in daily work across your business areas and operations.
- **DATA COMPLIANCE ISSUES** – There is mishandling or use of unencrypted personal data and nobody managing data protection and compliance of your IT systems.
- **NO BACK-UP OR SECURITY PLAN** Your Security, Back-up or Recovery plans aren't ready, fail to work, or simply don't exist.
- **IDENTITY AND ACCESS MANAGEMENT** - You don't have a comprehensive policy for security when somebody joins, moves role, or leaves the business.
- **NO PLAN FOR SECURITY OR INNOVATION** - The IT provision only concentrates on hardware or IT support and not how the technology can safely enable your workforce to be more productive.
- **ESSENTIAL TASKS ARE NOT MANAGED** - Your business struggles to keep up with IT management tasks, updates are missed, there is no proactive management or preventative monitoring, and critical events are ignored.

If your business is suffering from any of these issues, then you would benefit from a professional Managed IT Services provider to ensure your business remains competitive and is ready to embrace the challenges and opportunities ahead.

BOOK AN APPOINTMENT AND SPEAK WITH ONE OF OUR EXPERTS

konicaminolta.co.uk/managed-it-services

HOW KONICA MINOLTA'S MANAGED IT SERVICE
CAN HELP YOU AND YOUR BUSINESS

HOW WE HELP COMPANY DIRECTORS, BUSINESS OWNERS AND MANAGING DIRECTORS

Ultimately, it is your role to ensure your customers remain satisfied and loyal to ensure you stay profitable and continue to grow. You may not have in-depth IT knowledge, but you will understand that your IT investment must have a positive impact on the bottom line.

What you need:

- Your business to stay competitive and up to date
- Continued customer satisfaction
- Value for money from any IT investments
- Continued attraction and retention of customers
- Resources to be managed efficiently
- A reliable expert IT provider and partner
- Flexibility of the IT to scale to business needs
- Understanding of the best IT options available

How Konica Minolta's Managed IT Services will help you:

- We deliver flexible and scalable IT solutions
- We offer reliable and impartial expert IT advice and support
- We provide expert strategic IT support, guidance, and advice
- Predictable costs and value for money from Konica Minolta's Managed IT offering
- We have a firm understanding of the commercial drivers as well as technology needs of your business

43%
OF ORGANISATIONS PLAN TO TAKE PRECAUTIONARY MEASURES TO PREPARE FOR AN ECONOMIC SLOWDOWN IN 2023

ALLEVIATING THE PRESSURE
ON CIOS, CTOS AND HEADS OF IT

As the head of your business's IT function a lot of responsibility rests on your shoulders! Not only do you need to ensure IT support is available to support this crucial business service, but you also need to ensure the security of all business data and the entire IT network itself.

Network downtime is probably your most constant anxiety, but the need to ensure you have a qualified and knowledgeable IT team available whenever required, along with access to multi-expertise are essential.

The need to adhere to all compliance and regulations to avoid potential for fines and reputational damage, along with an ongoing fear of potential hacking attacks, malware, and Direct Denial of Service (DDoS) attacks is something that can adversely affect the whole business, not just the IT department. Ultimately, a lack of resources in the IT department will exacerbate all your other worries.

33%
OF BUSINESSES ARE REVALUATING THEIR CURRENT VENDORS AND SERVICE PROVIDERS TO BETTER SUIT THEIR BUSINESS AND IMPROVE COST EFFICIENCIES

What you need:

- To stay on top of fast-changing IT technologies and trends
- To maintain customer satisfaction
- The IT provision to directly support the core functions of the business
- Efficient use of IT resources and budget
- A clear overview of IT options
- To achieve all project goals on time and in budget

How Konica Minolta's Managed IT Solutions will help you:

- We deliver guaranteed support and service levels from a well-resourced and highly knowledgeable expert IT team
- Your network and data security is assured with relevant solutions, updates, and supervision/ management of compliance
- We will advise, plan, and execute approved IT projects on your behalf
- We will remove the burden of repetitive tasks to free up the time of your in-house IT team
- Predictable monthly costs to meet your budget requirements

A TRUSTED EXPERT RESOURCE
FOR IT MANAGERS AND OTHER IT SPECIALISTS

Working at the heart of your business's IT provision, you will undoubtedly have felt the worry of work overload, often in dealing with repetitive but essential tasks that take up a considerable amount of your daily schedule.

At the same time, you need to have transparency and accessibility from the IT systems you manage and to address and fix broken processes to ensure they are fit for purpose. Along with the rest of the business you have a rational fear of potential IT downtime but will feel the additional pressure of being responsible for the actions to rectify it with all eyes on you from across the organisation.

On top of all these worries, you also need to manage all the IT systems to strict budgets whilst avoiding unexpected costs, which will ultimately adversely affect the bottom line of the whole business. Balancing costs against service levels is imperative.

77%
OF IT STAFF TIME IS SPENT ON USER SUPPORT, LET US MANAGE DAILY TASKS AND ADMIN TO FREE YOUR STAFF

What you need:

- A suitably trained professional IT support team
- Assurance of data and network security
- Scalability of your IT system to meet the evolving needs of the business
- Easy but secure remote access for authorised employees to applications and information
- Data protection/fulfilment of GDPR regulations and keeping up with all appropriate regulatory changes

How Konica Minolta's Managed IT Services will help you:

- Our IT expertise and professional support will alleviate your IT admin burden
- We provide access to remote or on-site help (including emergencies) and a full expert IT team as required
- Rapid scaling of your IT resources as required by the business
- Employees have easy and secure access to all required information from anywhere and can easily collaborate with their co-workers
- Systems & applications are always up to date with the latest security updates for peace of mind
- Our Managed IT Services deliver consistent and manageable IT costs

WHY CHOOSE KONICA MINOLTA
FOR YOUR MANAGED IT SERVICES?

- Konica Minolta's expertly delivered Managed IT Services can offer support at every level of the business- We are passionate about finding holistic solutions with tangible benefits that address the unique challenges your business faces.
- Stay focused on expanding your business's core competencies – We take over the time-consuming day-to-day tasks, thus allowing your IT Professionals to focus on more complex and strategic projects.
- Modernise your systems to stay ahead of your competition - We will deliver Digital Transformation & Cloud-based Initiatives that modernize your business systems, making them more agile, saving costs, and improving business processes.
- Better cost efficiency - Around-the-clock monitoring without the cost of a 24/7 in-house team. Our central team of experts support your business, with the costs shared between our customers.
- Greater expertise - Instead of relying on the knowledge of just one or a handful of in-house staff, you're benefiting from the expertise of an experienced managed services team.
- Increased security – We deliver a higher degree of protection due to round-the-clock monitoring and by taking the overall security of your network and data from the hands of a single person and putting it into the hands of an expert team with strict systems and protocols.
- Predictable pricing - Reactive or break-fix purchases, such as those typically done by an in-house IT team performing unplanned or urgent IT repairs, almost always cost more than preparation, and planned management by a managed service provider.
- Reduced risk - With our external managed services team, you get a more well-rounded team, better checks and balances, and more streamlined processes than from an in-house team.
- Detailed service agreements - Instead of an in-house employee who is at the mercy of whatever emergency is loudest and most urgent, our managed service gives you a detailed list of deliverables that are rarely - if ever - matched by a full-time employee.
- Our IT Services and support have been thoroughly tried and tested. Independent research by Keypoint Intelligence shows 83% of our IT customers rate Konica Minolta as a trusted brand in digital workplace services.

Our IT Services and support have been thoroughly tried and tested.

> "INDEPENDENT RESEARCH BY KEYPOINT INTELLIGENCE SHOWS 83% OF OUR IT CUSTOMERS RATE KONICA MINOLTA AS A TRUSTED BRAND IN DIGITAL WORKPLACE SERVICES."

KONICA MINOLTA'S IT SERVICES PORTFOLIO

We offer a range of simple, secure, and highly reliable options to perfectly suit your business's requirements, including a comprehensive all-inclusive Managed IT Service and options for Pay-as-you-go IT Support, along with the flexibility to scale additional services up and down as you need them, giving your business the agility to fully support the needs of your workforce and customers.

Konica Minolta's Managed IT Services options include:

- **Hybrid Edge Computing**
- **Infrastructure Management Services**
- **IT Hardware as a Service**
- **IT Health Check**
- **IT Security**
- **IT Backup**
- **Managed Customer Service**
- **IT Helpdesk as a Service**
- **IT Service-desk as a Service**
- **Managed IT Support Services**

Microsoft Solutions Partner
Modern Work

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63%
OF IT DECISION MAKERS SAY THAT SECURITY IS THE MOST IMPORTANT INVESTMENT BETWEEN NOW AND 2025

LET'S TALK

Get in touch and talk to one of our consultants today about how Konica Minolta and our expert IT team can help your business enjoy the extensive benefits of managed IT.
www.konicaminolta.co.uk/managed-it-services

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Giving Shape to Ideas