



KONICA MINOLTA

PRESS INFORMATION

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The newest development in digitized printer solutions: Customer Service Remote Care is an enhanced feature of bizhub MFP series.

As the name “Customer Service Remote Care” (CSRC) implies, the machine has various automatic functions which helps customers even before a service engineer goes onsite to resolve the problems. Prevention is better than cure, so MFP users are strongly encouraged to implement this feature as this will definitely benefit customers in the long run. Konica Minolta integrated MFP can straightaway activate and utilise CSRC upon customer confirmation. By using this CSRC service through selected methods of communication via email, modem, GPRS* or fax kit, proactive and accurate support can be provided to increase productivity and profitability for customers since administration and service costs are cut down.

When problems and failures occur in MFP, the CSRC can automatically discover and send a remote analysis to determine if problem can be resolved remotely or an onsite service is required. This action will result in a more accurate analysis of the malfunctioning MFP. Via continuous updates on history data and latest status of MFP, problems and failures can be resolved within a short time frame since downtime is reduced and printing jobs are resumed effectively with thorough diagnosis report retrieved from the various counter information in MFP. Communication processes run smoothly than before implementation.

One of the automated detection in CSRC is reflected through the monitoring of consumables. This can ensure that printing jobs will not be disrupted without parts in MFP. Another significant change lies in meter reading which has to be monitored by customers regularly in the past. By deploying CSRC, customers no longer need to keep an eye on meter readings and send to service personnel. CSRC checks volumes at specified intervals and transmitting figures for correct invoicing. Through this workflow, customer administration costs are cut down. An additional benefit of CSRC is shown in turns of retrieving customer’s usage by reflecting accurate print and page volumes by paper size. This will



be able to help the company to anticipate the amount of paper utilized during a period of time for controlling usage and minimizing wastage.

By deploying CSRC, it will result in more accurate billing and service without much effort and at no extra cost. There is no leakage of sensitive data since CSRC only accesses the MFP memory without intruding image or hard drive. This advance 24 hour remote care services will always be there in time and useful to customers.

* Note: To be available soon

About Konica Minolta Business Solutions (S) Pte Ltd

Konica Minolta Business Solutions is in charge of the sales and marketing functions of bizhub line series multifunctional copiers and printers. Having established in Singapore for more than 30 years, Konica Minolta is a key supplier of full colour and black-&-white digital copier and printer solutions which provide prompt on-field support by a team of professionally-trained Service Technicians.

During this economic crisis, proactive thinking with a global outlook will be important to long-term vitality of Konica Minolta. Portfolios must be reconsidered so as to focus on the core competencies in driving business. This is a good period to emerge stronger than ever in order to survive by continuing simply BOLD concept. In order to proceed on, we must change the way we work by setting high goals for ideas and behavior and keeping code of conduct in mind for every aspect of our business. Another way to bring forward simply BOLD concept is through focusing all of our energy on stimulating communication and motivation. Continuous effort will be made to foster simply BOLD action.

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