KONICA MINOLTA | All Covered
IT SERVICES FROM KONICA MINOLTA

ALL COVERED:
YOUR PARTNER FOR ENTERPRISE IT SERVICES

Konica Minolta is a leader in business solutions including technology optimization, security, print management, cloud computing, and more. We are your complete cross-platform solutions provider. Konica Minolta embraces our history in innovation and our investments in future technologies to continually evolve and remain focused on the management of the entire information lifecycle across various industries. In the United States, our products, solutions and services are offered by more than 125 direct sales locations and 350 Authorized Dealers.

KONICA MINOLTA AT A GLANCE

Founded: 2003 (Merger of Konica Co.-est. 1873 & Minolta Corp.- est. 1959)

Headquarters: 2-7-2 Marunouchi, Chiyoda-ku, Tokyo, Japan

Revenue: $10 billion

Employees: 41,600

Presence: 160 countries on 6 continents

Manufacturing: 20 top-ranked facilities; China, Japan, USA

Website: www.konicaminolta.com

Connect:

ENTERPRISE SERVICES.

To complement our award-winning document systems and workflow solutions, Konica Minolta helps business leaders in mid-tier and large scale companies meet the challenges of today's fast-moving competitive environment with a range of IT Services – comprehensive support programs and capabilities that can be customized to your needs. Help Desk, IT Security, Infrastructure Lifecycle Projects, and more. Let All Covered IT Services from Konica Minolta fill in your IT gaps without adding personnel to your payroll.

EXPERTISE: Proven expertise in supporting your business. Combining Konica Minolta technology with the IT management expertise of our All Covered IT Services division is a win-win solution for your business. Our proven experience in customized IT management programs brings you in-depth talent, on-demand services and comprehensive IT management resources to drive your productivity – and free your IT team to concentrate on accomplishing business goals.

PERFORMANCE: Comprehensive services for outstanding performance. With years of experience, hundreds of trained engineers and branch locations across the U.S., Konica Minolta's All Covered IT Services group has helped thousands of businesses take control of their IT environment without increasing their payroll. As a one-point source for managing change and measuring results, All Covered can provide a scalable, end-to-end solution customized for your needs.

PARTNER: Konica Minolta – your IT services partner. For all your document workflow solutions and IT management needs, count on Konica Minolta. Konica Minolta Business Solutions U.S.A., Inc. is a leader in advanced document management technologies and IT Services. We focus on complete business solutions, including production print systems, digital presses, multi-functional products (MFPs), managed print services and managed IT solutions. For the 7th straight year, Konica Minolta has been recognized as the #1 Brand for Customer Loyalty in the MFP Office Copier Market by Brand Keys—and for an unprecedented fourth consecutive year, Buyers Laboratory LLC (BLI) has named Konica Minolta as the winner of its "A3 MFP Line of the Year" award.
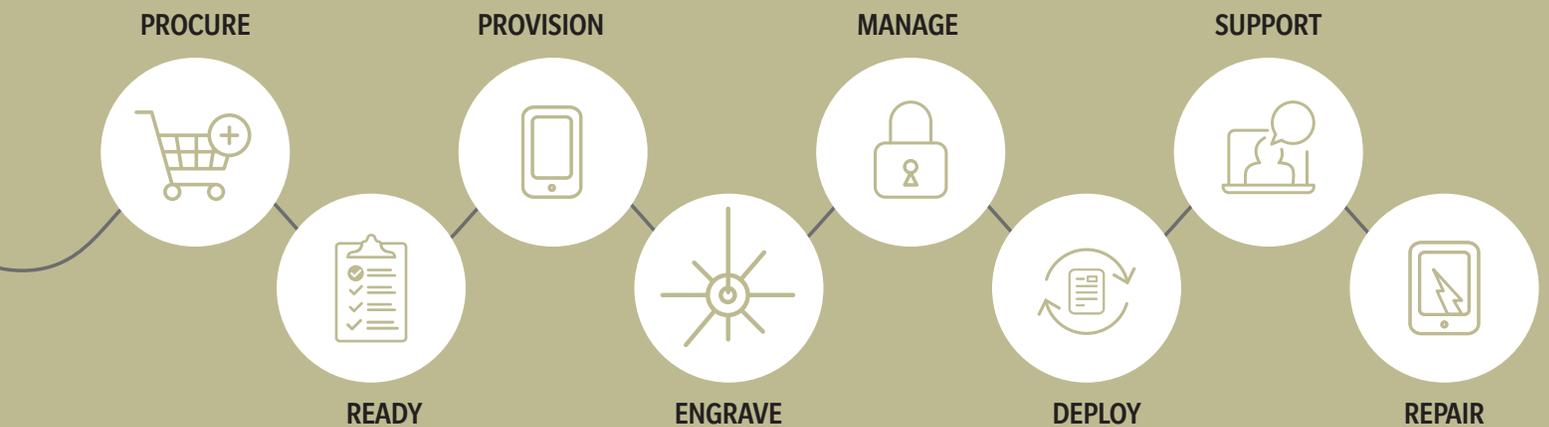
ENTERPRISE HELP DESK.

You can have proactive and preventative maintenance, 24x7x365 remote network monitoring, process management to correct issues before they become problems, and U.S.-based help desk support via telephone or online.

• 8x5 and 24x7 Help Desk and Network Operations Centers located in the U.S.

• Level 1 and Level 2 End User/Workstation Support

• Streamlined and Automated processes using Enterprise Class ITSM platforms.

  – Service Desk
    Shared Ticketing capabilities

  – Enterprise Help Desk
    Shared Ticketing capabilities

  – Asset Management

  – Change Management

  – Knowledge Management

  – Continual Service Improvement

• ITIL-based Best Practices and Standard Operating Procedures (SOP)

  – Defined Workflows

  – Defined Operating Procedures

  – Defined Decision Trees

  – Defined Escalation Matrix

• Program Management and Account Governance

  – Business Relationship Management

  – Service Level Management

  – Reporting and Metrics Management
    Tracking and Reporting of Key Performance Indicators

  – Continual Service Improvement (CSI) Initiatives

• Detailed Customer Satisfaction Information

IT INFRASTRUCTURE
LIFECYCLE PROJECTS.

From initial consulting, to procurement, configuration, deployment, and support– we can handle the entire lifecycle of your technology project or just the pieces with which you need assistance.

PROCURE

READY

PROVISION

ENGRAVE

MANAGE

DEPLOY

SUPPORT

REPAIR

WHAT WE DO:

- Procure, upgrade, and provision your hardware and software
- Integrate new MFP devices into your existing network
- Relocate your business infrastructure for office or data center moves
- Staff augmentation
- Onsite support
- Deployment services

Our configuration center offers 30,000 square feet of climate-controlled, secure storage for inventory management, imaging, provisioning, and asset control. With this facility we have the capacity to image and process in excess of 2,000 devices per day (Windows, Apple, Chrome), depending on requirements. Services include:

DEPLOYMENT SERVICES

- Procurement
- Imaging, configuration, including AD binding and OU assignment, and BIOS automation
- MDM / EMM / UEM enrollment
- Application and content installation
- Asset tagging and asset reporting included
- Custom device naming
- Case or screen protector installation
- Large-format laser engraving
- Factory DOA resolution
- Onsite deployment
- Run-rate fulfillment programs with custom kitting and packaging
- Onsite recovery, return, or recycling of legacy devices
- Project management

APPLE PLATFORM CONSULTING

All Covered is now an authorized Apple Reseller and Apple Authorized Service Provider. For our customers who are considering adding employee choice programs, or who are seeking expertise in managing their existing and expanding Apple deployments, we offer deep experience and wide array of options, including:

- Environment discovery and readiness review
- Integration gap analysis
- Apple platform security assessment
- MDM consulting and design
- Automation and scripting
- Mac Managed Services

 Value Added Reseller

 chrome

 Microsoft

IT SECURITY SERVICES.

All Covered Security Services team provides clients with security services that are customizable and scalable for small, midsize and enterprise clients. The service offering can be tailored to a client's size, compliance requirements, asset counts or business objectives. All Covered's experienced staff has been specifically trained for cross-functional positions to better serve all of the client's needs. All Covered's Security Service Offering includes:

MANAGED SECURITY SERVICES

Messages Protection
- Email Antivirus
- Spam Filtering
- Email Continuity
- Phishing Protection
- Email Encryption

Endpoint Protection
- Managed Antivirus
- Managed Malware Protection
- DNS Filtering
- Web Content Filtering
- Mobile Device Management

Patching
- Managed Microsoft Patching
- Managed Third-Party Patching

Vulnerability Management
- Vulnerability Management Program
- Managed Vulnerability Scan Services

Unified Threat Management
- Managed Firewall/UTM Service

Log and Security Event Management
- SIEM with Remediation
- AD SIEM Monitoring

SECURITY ASSESSMENT SERVICES

Vulnerability Assessments & Penetration Testing
- Network (internal/external)
- Web Applications
- Mobile Applications
- Social Engineering

Technical Security Assessments
- Firewall Assessments
- Wireless Assessments
- Apple Platform Security Assessment

Warranty Repair

Industry and Compliance Gap Assessments
- Center of Internet Security Controls
- Regulatory (HIPAA, PCI, GDPR, ISO, NERC, NIST, Etc.)

Policy & Procedure Projects

vCISO Services

KONICA MINOLTA:
YOUR STRATEGIC PARTNER.

For all your document workflow solutions and IT management needs, count on Konica Minolta. Konica Minolta Business Solutions U.S.A., Inc. is a leader in advanced document management technologies and IT Services. We focus on complete business solutions, including production print systems, digital presses, multi-functional products (MFPs), managed print services and managed IT solutions.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

- Information Management
- Enterprise Content Management (ECM)
- Document Management
- Automated Workflow Solutions
- Business Process Automation
- Security and Compliance
- Mobility

All Covered
IT SERVICES FROM KONICA MINOLTA

IT SERVICES

- Application Services
- Cloud Services
- IT Security
- Managed IT Services
- IT Consulting & Projects Including Staff Augmentation
- Device-as-a-Service Programs

TECHNOLOGY

- Office Multifunction Business Solutions
- Commercial and Production Printers
- 3D Printers
- Wide Format Printers
- Laptops, Desktops and Computer Hardware
- Servers and Networking Equipment
- Optimized Print Services (OPS)
- Facilities Management

ALL COVERED
IT SERVICES PORTFOLIO OFFERS:

MANAGED IT SERVICES

- IT Strategy
- Help Desk
- Server and Desktop Management
- Advanced Security Services
- Managed Mobile
- Managed Voice

CLOUD SERVICES

- Managed Workspaces
- Cloud Servers
- Cloud Backup
- Private Cloud
- Business Continuity
- Cloud Email, Anti-Spam, Archiving

IT PROJECTS

- Upgrades & Migrations
- Network Design and Infrastructure
- Security Assessments
- Virtualization
- Staff Augmentation
- Project Management

APPLICATION PRACTICES

- Intranets, Extranets, Web Sites, & Custom Applications
- CRM Management
- HealthCare Practice
- Education Practice
- Legal Practice
- Finance Practice

KONICA MINOLTA

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