KONICA MINOLTA

Konica Minolta
Optimized Print Services:

Creating efficiencies, introducing sustainability and manageability to improve your business, reduce your costs and increase your effectiveness.

KONICA MINOLTA
OPTIMIZED
PRINT SERVICES ™

**Konica Minolta** Optimized Print Services

Making printing infrastructure
work efficiently

Office technologies have advanced, users' needs have changed. A lot of current printing environments are patchworks of printing, imaging and fax devices that are not managed or serviced to keep up with today's business world. Konica Minolta's Optimized Print Services (OPS) combine consulting, hardware, software implementation and workflow management in order to lower document spend. The OPS concept focuses on four essential areas:

■ **Fleet:** Right-sizing the document output fleet to actual business needs, providing optimal business process and fleet support, and establishing continuous optimisation, balanced with minimal cost of ownership and environmental impact.

■ **Process:** Analysing all business-relevant document flows in order to increase productivity, to benefit from saving potentials and design, to implement and operate a solution tailormade to meet your precise daily needs.

■ **Finance:** Offering different purchasing and leasing options as well as various contract models, and integrating existing contracts into a single transparent financial plan.

■ **Security:** Designing and implementing IT and information security solutions, from user authentication and data-safe hard disk handling of disposed devices to complex network security requirements.

The OPS concept is based on a three-pillared approach: Consult, Implement and Manage. Within all of our OPS offerings we have an underlying project management approach based on the PRINCE2 methodology.

➔ **Konica Minolta Optimized Print Services:**
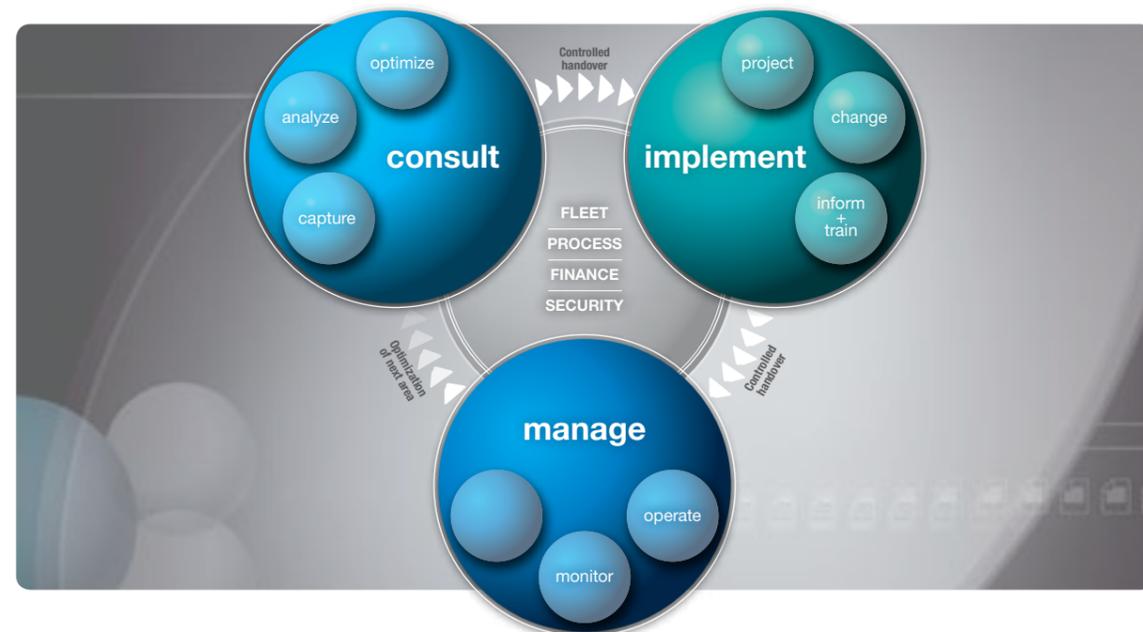
Consult

All improvements resulting from OPS Consult are based on defined consulting procedures and powerful analysis tools allowing customers to understand every single step on the way to their tailor-made solution.

■ **Capture:** Software-based identification of existing print assets and precise monitoring of the current utilisation patterns and printing volumes. User interviews to detect specific document flows, individual needs and service-level demands. Collection of all available commercial data.

■ **Analyse:** Precise Total Cost Ownership calculation or estimation and benchmark against average costs on the market. Detailed analysis of needed and recommended print services to meet document-based business process requirements.

■ **Optimise:** Designing the print fleet that fits concrete business needs, visualisation on the basis of the actual floor plans, and presentation of alternative scenarios. Exact calculation of future Total Cost Ownership reduction and estimation of related general savings – including the environmental impact.

Implement

OPS is more than just installing the new print solution, it also offers change management to the extent wanted by the customer. This includes dedicated project management in accordance with recognised standards as well as support of stakeholders and users. Companies benefit from the strong direct organisation and the experience of the market leader.

■ **Project:** Dedicated project management resource, organized and controlled process from start to finish, project plan, and regular reports on progress. Permanent customer access to all current project documents.

■ **Change:** Delivery of all products, licenses and consumables for a 4-week (optionally extended) testing period. Technical consulting and remote support during the entire test period. Delivery of pre-configured products for integration without business frictions. Rollout management where appropriate due to the size of the project.

■ **Information and training:** Provision of detailed documentation for users and administrators. Standard or tailor-made internal promotion material and events. User introduction through experienced staff. Tailored training to key users and internal support staff. Web-based multimedia training for permanent accessibility.

Manage

After a new print infrastructure, OPS offers a scalable portfolio of services to run and manage the fleet. Tailored to individual needs and requirements, these can complement existing IT services or assume full operational responsibility.

■ **Operate:** Pro-active service includes remote monitoring, automatic technician dispatch, delivery of consumables, replacement parts and maintenance kits. Addendums to accommodate install, move, add, change and remove (IMAC/R services) are provided.

■ **Monitor:** Continuous supervision of networked and locally attached devices to monitor the machines' utilisation, status and alerts. Online access to actual status information, performance indicators, and reports on the device fleet, service calls, consumable deliveries, billing status, and contract details.

■ **Improve:** Regular management reports, review meetings, and active search for further improvements and optimisation. The program can provide customised billing to conform to customer requirements. This can include a single invoice, sub-totalled into accounts, devices, departments, locations, by region or national aggregation.

Konica Minolta is leading the way when it comes to the green agenda, ensuring that our managed print services not only generate cleaner, greener environments to work but ensuring that our clients understand the impact of print. For more information regarding what is driving our green agenda please refer to our "Sheltering our planet" brochure.

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Enabling change in any organisation is always difficult. At Konica Minolta enabling your journey through change is all part of the project management approach.

From internal communications throughout the project lifecycle to user forums and training around the technical and non-technical aspects, we are well placed to be your agents for change.

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Your Konica Minolta Business Solutions Partner:

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