KONICA MINOLTA
REMOTE SERVICES
RETHINK TROUBLESHOOTING

Giving Shape to Ideas

INSTANT SUPPORT WITH INSTANT ACCESS
RETHINK REMOTE SERVICES

Your Konica Minolta device is not merely a printer – it is a smart multi-functional IoT device just like your laptop or smartphone! It is well worth for you to take advantage of its full potential, and you will do so entirely without risk. If you opt for Konica Minolta's Remote Services, we will monitor and manage your devices safely, and take corrective action to maximize your device uptime. This not only helps everyone in your team to stay productive, it boosts the operational efficiency of your business.

KONICA MINOLTA REMOTE SERVICES
YOUR ADVANTAGES

You want to reduce the time and cost you spend on getting your MFPs fixed? You want to maximize the availability of your printers, automate their firmware updates, and no longer worry about timely consumables deliveries? You will achieve all of this with Konica Minolta's Remote Services and will benefit in many ways:

Reduced service calls

No need to make service calls any longer just to ask for toner replenishment, forward meter readings or configure settings. With our Remote Services, you take advantage of automated meter readings and transmission as well as optimised consumables deliveries in time. Even better, configurations can be changed remotely as well.

Fewer visits from the Konica Minolta service

Our Remote Services significantly reduce onsite service visits: Having received precise data of your devices beforehand, our field engineers arrive optimally prepared and can even solve many issues remotely. Actual visits only have to be arranged for repairs or when you decide to replace your hardware.
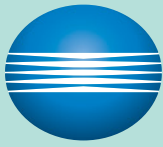
Maximized uptime

Any issue of your devices is registered and automatically reported to the Konica Minolta support platform, including for instance the lifetime of each individual part. The collected data enables us to analyze and solve possible problems quickly, acting proactively before a device is in danger of breaking down – we can thus guarantee you the best possible uptime.

Always up to date

Through our Remote Services' instant access, we ensure immediate updating of your devices with latest security aspects and features as soon as they become available. And for larger printer fleets, we change the settings on every single device to your desired configuration whenever you request this.

To get started, all you need to do is get your device connected – it's entirely safe and completely secure!

HOW A REMOTE CONNECTION WORKS

You can rely on our Remote Services – they offer you assured security: all data is encrypted end-to-end, ensuring totally safe communication.

Your devices

Encryption of data

Remote monitoring agent

Secure Konica Minolta Servers

Konica Minolta Support Staff Console

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