KONICA MINOLTA

CS Remote Care
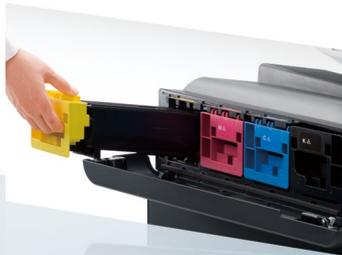
Always there for your devices

Giving Shape to Ideas

CS Remote Care Global Services Remote device monitoring that's always there for you

CS Remote Care Global Services is an **automated monitoring and communication system** between your office's Konica Minolta output devices and the Konica Minolta Service Organisation. It **regularly checks for technical problems and consumable depletions**, and takes the necessary tasks to solve them automatically to **provide stable operations at all times**. It helps you manage your devices more easily by minimising any unwanted downtimes and taking away the trouble of having to make service calls manually. Our goal is to provide you with **greater satisfaction and reassurance at all times for the success of your business.**

Automated billing
Be invoiced correctly without having to report output counter readings every month.

Automated delivery of consumables
No need to order consumables manually; they will be delivered in time.

CS Remote Care
Always there for your devices

CS Remote Care automates service actions when needed, enhancing reliability and peace of mind.

Issuance of usage reports and consultation
An automated record of past usage for each device can be provided for consultation.

Automated dispatching of customer engineer
No need to call a customer engineer for a technical problem; one will be dispatched promptly.

CS Remote Care Global Services

Automated billing means no more monthly reporting of counter readings

CS Remote Care takes away manual output counter readings by automatically checking and transmitting the precise readings to the service organisation at specified intervals, thereby automatically and correctly billing you at all times.

Automated delivery of consumables keeps stocks full at all times

With CS Remote Care, you no longer have to order consumables, such as toners manually. Whenever it senses that any consumables of your devices have reached a specified minimum, the delivery is automatically made before they are depleted.
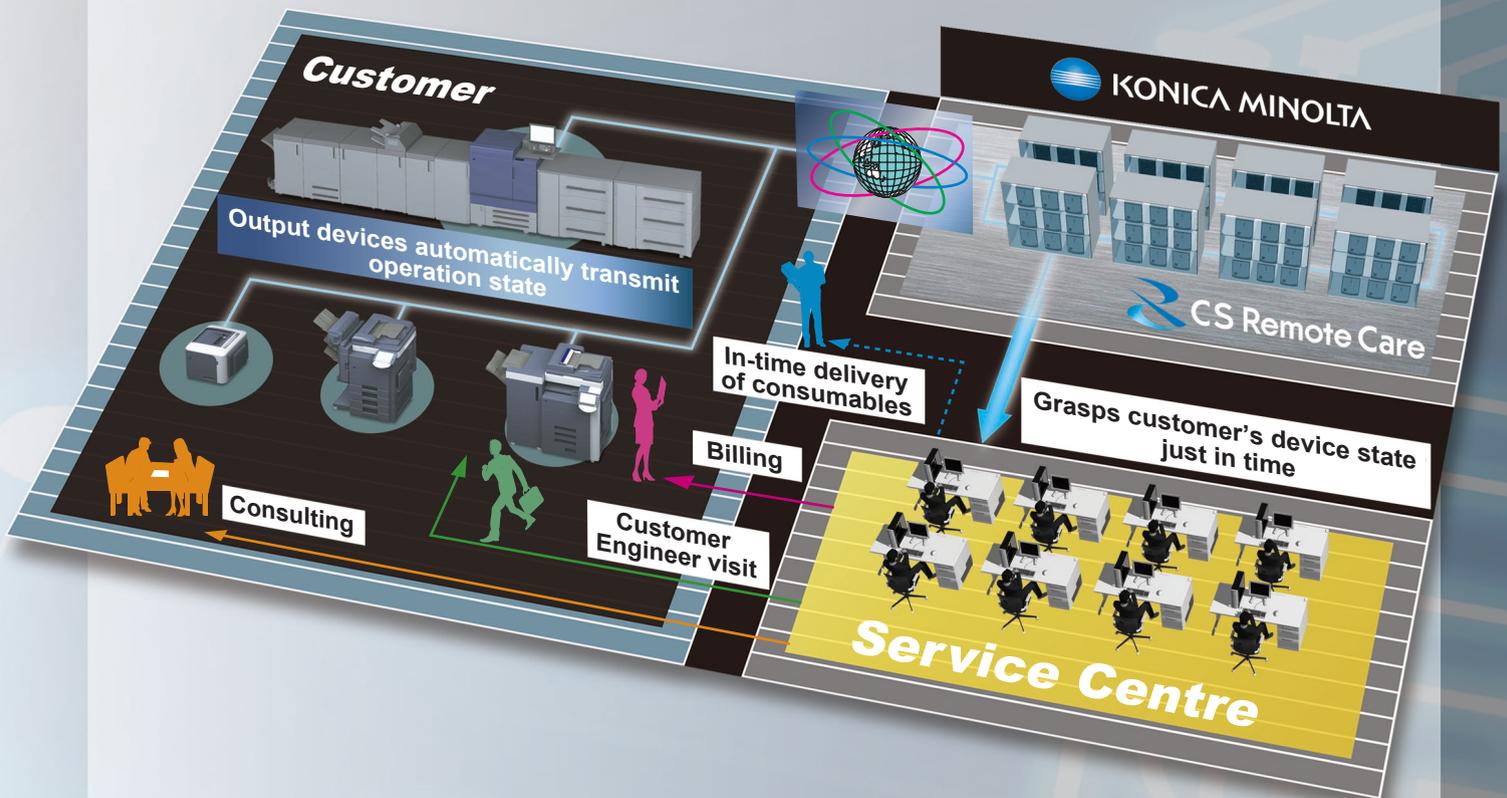
Automated dispatching of customer engineer requires no service calls

If your device encounters a technical problem, an analysis will immediately be conducted to determine if the problem can be solved remotely. If a customer engineer visit is required, one will promptly be dispatched with the details for solutions.

Issuance of usage reports and consultation to reduce TCO

CS Remote Care automatically keeps a full record of past usage, maintenance and more for each of your devices. This information can be provided with consultations to help you grasp the precise state of your devices to reduce TCO.

Technical specifications

Supported devices:
Most of Konica Minolta bizhub output devices

Data transfer route options:
e-mail/HTTP

Service data transmitted:
Counters
Intervals of consumables and spare parts
Service/maintenance reminders
Consumables requirements
Alarm messages

Security:
Customer security is our guiding principle

Actual CS Remote Care service details provided will vary according to the distributor or dealer in each country/region, or the details of the customer's service contract.
Please contact your local service provider (distributor or dealer) for specified information.

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9251-3193-01-A1