

# Exceptional customer satisfaction with innovative service solutions.



Our vision at Konica Minolta Healthcare is to deliver a world class, customer-centric support environment that enhances the customer experience with every interaction. Our passion for excellence fuels the Konica Minolta brand and enables us to surpass the extensive competition in customer satisfaction, year after year.

# Konica Minolta Services.

### What differentiates Konica Minolta Services?

Konica Minolta is recognized as the leading provider of medical devices, software and innovative solutions. While competitor's service offerings are focused on reactionary service support, Konica Minolta has created new service solutions that are focused on helping our customers maximize their investments every day and responding immediately – or even ahead of time – to critical issues. We do this by taking advantage of the latest technologies – IoT, remote/virtual connectivity, predictive intelligence, and data analysis tools – to deliver key services.

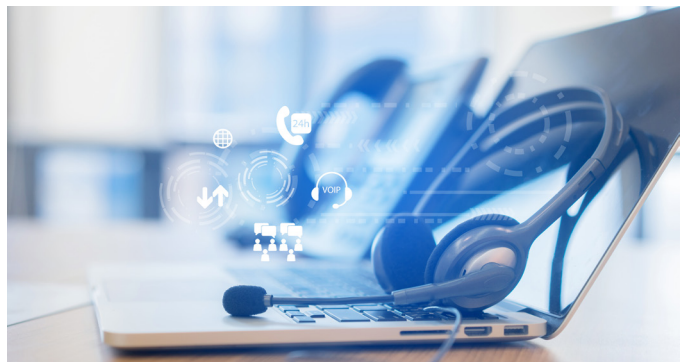
### Virtual Implementation – today's world has changed, and Konica Minolta has met the demand and exceeded expectations

Virtual teams deploy, fully configure and launch ready-to-run software for customers. Konica Minolta's Virtual Implementation is one of our key differentiators - a seamless, contactless experience that enables you to quickly and securely transition to your new solution. Our highly skilled project team will take lead from conception and initiation, project planning, execution and post go-live performance monitoring through project close to ensure a smooth project to operations transition.



### Customer Care Center – a trusted source for clinical and technical support

Konica Minolta's 24x7 Customer Care Center takes the customer experience to a new level. Our highly trained call center offers around the clock support along with Hosted Monitoring. This grants you peace of mind while we stay one step ahead of potential needs. The Customer Care Center tackles the issues so your staff can stay focused on patient care. Contacting us is now easier than ever, just dial **1-833-KM Cares** and one of our Customer Care Agents will be glad to assist you!



### Professional Services – the experts you need when you need it

From installation to go-live and through the life of the imaging system our Applications and Field Service Teams empowers you to best leverage your investment by infusing knowledge and expertise wherever critical transition is occurring. Whether it's ensuring your equipment is functioning at peak efficiency or providing certification training tailored to meet your individual needs, Konica Minolta Professional Services is here to achieve project objectives within budget, resource and scheduling constraints.



# Workflow Efficiency.



## Insights Data Analytics – meaningful analytics hold the power to transform a healthcare organization

Konica Minolta was first to market with Predictive and Prescriptive Monitoring by Introducing AeroRemote® Insights. Today we have expanded Insights easy-to-use dashboards to include CS-7, Ultra and Exa® PACS data for extensive analytics. With a team dedicated to Data Analytics, drawing on new advances in artificial intelligence and machine learning, Konica Minolta is aiming high to develop breakthroughs in patient exam work-flow. With Insights, the possibilities are endless.

Learn more at [www.konicaminolta.com/medicalusa/insights](http://www.konicaminolta.com/medicalusa/insights)



## Konica Minolta University – goes beyond traditional training

Simply owning Konica Minolta solutions is not enough. To ensure that your staff can meet the challenges of today's environment, visit Konica Minolta University or email us at [kmhlearninghub@konicaminolta.com](mailto:kmhlearninghub@konicaminolta.com) to explore the full range of education offerings that your hospital needs to stay productive. Learn more at [km-university.com](http://km-university.com)



# Konica Minolta TRANSFORMS the customer experience by creating new value and comprehensive services, focused on the customer and - by extension - the patient.

## Blue Moon Lifecycle Plans – device protection and optimized operations

Konica Minolta’s Blue Moon Lifecycle Plans are the easiest and most cost-effective ways to bundle many of these great services into an annual program. Avoid unbudgeted costs from unexpected events and gain immediate access to the day-to-day support you need the moment you need it. We continuously add new value to our plans to offer more choices. From our Insights analytic dashboards to proactive cyber-security options, we work to meet your specific needs.

Learn more at [www.konicaminolta.com/medicalusa/support/service-agreements](http://www.konicaminolta.com/medicalusa/support/service-agreements)



## inTouch Application – simplifying access to resources you need

At Konica Minolta, we take our Support Services very seriously. So much, that we developed inTouch, a full-service app built with customers in mind. Intouch is not just for service requests, the app also provides:

- Immediate access to Customer Care Center Support
- Links to educational material from KM University
- Easy access to the latest product information
- Service history reviews

Learn more at [www.konicaminolta.com/medicalusa/landing/km-intouch-app](http://www.konicaminolta.com/medicalusa/landing/km-intouch-app)



For all service program inquiries, email us at [KMHASupportTeam@konicaminolta.com](mailto:KMHASupportTeam@konicaminolta.com)

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