Offering solutions that revolutionize customer workflow

As one of the world's leading manufacturers of multi-functional peripherals (MFPs), Konica Minolta has been developing high-performance, high-quality products for business offices around the world.

Against the backdrop of the increasing use of digital networking by both industry and society, we provide customers with solutions to help them optimize their office environments across the board by offering products selected from our wide-ranging product lineup combined with cutting-edge ICT services.

Multi-functional Peripherals

Konica Minolta's world-leading color MFPs

MFPs, which incorporate combinations of functions such as copying, printing, scanning and faxing, are indispensable in today's business environment. As the name indicates, our bizhub series MFPs function as the hub of business, contributing to enhancing quality and efficiency of business at our customers' offices around the world. Konica Minolta was among the first to develop color MFPs, which have earned market trust with the high print quality made possible by our proprietary color toners and wide-ranging product lineup. Our A3 color MFPs for office use have a leading share of the global market.

Services

Coping flexibly with the changes in working style

The progress in IT, coupled with globalization, has caused drastic changes in working styles. Konica Minolta proposes various services that suit the new working styles, including optimal solutions that combine MFPs, mobile terminals and the INFO-Palette Cloud service.

We also work inside the digital workflows of our customers, offering Optimized Print Services (OPS) to optimize the print environment of business offices, and Managed Content Services (MCS) for integrated management of various contents, while undertaking the construction and operation of IT infrastructure for our customers. Through these solutions, we help our customers enhance business efficiency, streamline business processes and increase productivity.

Global Major Account

Providing powerful support for global businesses

The larger a company is, the greater the benefits are from optimizing the office environment in terms of business efficiency and cost reduction. The effects are immeasurable especially for global companies with business bases around the world. To effectively respond to the needs of these companies, we are promoting Global Major Account (GMA) business through our sales/service system which spans 150 countries around the world. By offering globally-oriented solutions, we assist our customers in across-the-board business streamlining and cost cutting while contributing to the reduction of waste and resource consumption in society at large.

Global
tri-polar
customer support
system

Sales/service
system spanning
150
countries

Konica Minolta
sites in
45
countries

Helping customers solve management problems through workflow services

Case 1 — Improving the global print environment for an international logistics company

Mission

Improving document management efficiency and security

In logistics operations, shipping documents are prepared and printed for each item of cargo in addition to the usual paperwork. These documents are necessary to ensure that the cargo safely arrives at its destination, and for the payment of freight charges.

At one international logistics company group, massive amounts of documents were prepared and printed separately at each business site. This required a great deal of labor and cost and was a serious obstacle to efficient management and security.

Solution

Improving the print environment to solve the problem

Konica Minolta offered Optimized Print Services (OPS) to this company group as a solution for all its business bases.

The first step was the replacement of the printers at each business site. By replacing the conventional printers with cutting-edge MFPs, the customer was able to halve the number of printing devices, improve printing efficiency, reduce power consumption and save time and maintenance costs.
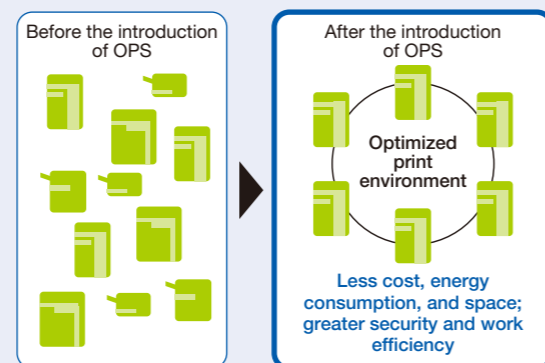
The replacement of all printers with MFPs allowed the introduction of a card authentication system using ID cards. This system, by guarding against information leaks and strengthening security, prevents problems such as leaving the printed documents in the printer. By monitoring and analyzing the information from the ID cards, the customer can minimize unnecessary printouts.

The customer also introduced uniform document formatting at all their business sites. By scanning documents with the MFPs and sending the data to the central office server, our customer can now share information globally and their business efficiency across its groups has significantly improved.

Case 2 — Enhancing document management efficiency for a real estate company

Mission

To improve the management efficiency of huge volumes of real estate contracts and other data

Real estate services deal with a wide variety of materials from contracts to floor plans and photographs of properties. While real estate companies usually employ centralized management systems to handle each stage of the process—from the showing of rental properties, contract signing, and property maintenance to the final stage of contract termination—they have to enter certain data from the individual documents into the system manually; an overly time-consuming and costly step. Therefore, they are looking for improvements in efficiency.

Solution

Facilitating workflows by simplifying database input

Konica Minolta offers real estate companies Managed Content Services (MCS), a content management solution for efficiency problems.

For example, we recommend the use of a zonal OCR* when scanning documents with an MFP. This enables the automatic mining of required information in the documents, such as contract numbers or addresses of the properties. Then, all the operators have to do is check for accuracy before the information is added to the database, eliminating the need to manually input the information from the documents and greatly enhancing efficiency.

This solution also links up not only text information but also image data such as floor plans, maps and photographs in the database, allowing use of the network to complete the entire workflow: document approval, updating, preparation and printing. This means, for example, that real estate companies can extract the rental properties whose contract expiration dates are approaching and automatically prepare the documents needed for renewal; or, they can collect information specifically on those rental properties that meet the requirements of a prospective tenant. This solution helps our customers improve their workflow efficiency in various ways.

*OCR (Optical Character Reader): A technology to optically read printed characters and automatically convert them into data.

Optimized Print Services (OPS): creating an optimal corporate print environment

Konica Minolta offers Optimized Print Services (OPS) globally, providing optimized print environment solutions for the complete management of output devices. OPS helps customers optimize utilization and achieve maximum benefit from their output devices through network-based centralized management. OPS offers continuous improvements to work efficiency through a three-step cycle:
- consulting based on the needs and problems of individual customers
- end-to-end support for the most suitable output equipment from the time it is installed until it is fully operational
- management that identifies new problems while monitoring usage of output equipment

Before the introduction of OPS

After the introduction of OPS

Optimized print environment

Less cost, energy consumption, and space; greater security and work efficiency

Ensuring effective use of a wide variety of contents with Managed Content Services (MCS)

Konica Minolta has launched Managed Content Services (MCS) globally to allow companies more effective use of their ever-expanding content.

MCS is a one-stop service that offers consultation-based suggestions for improving work efficiency along with exclusive software for content management, MFPs for data input and output, and document digitization service. It allows centralized management of a huge and varied volume of content such as electronic data, enabling customers to use it more effectively. This service helps to enhance efficiency and contributes to cost and environmental impact reduction, while strengthening security and business continuity.

Documents | Business forms | Drawings | Slips | Content | Music | Email | Photographs | Videos

Database — Classification | Sorting | Storage

Optimal content usage

Updating | Output | Posting and circulation | Printing