



KONICA MINOLTA

Giving Shape to Ideas



CS Remote Care

Permanent connection to
automatic services



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Even in today's high-quality digital world, time-consuming efforts to keep the system running smoothly can prevent a busy office from focussing on its core work. To guarantee the reliable operation of output devices in small to midsize companies and enterprises, Konica Minolta has developed the CS Remote Care concept.

It serves as a highly flexible remote monitoring system offering proactive connection to all automatic services. Providing permanent state-of-the-art machine-to-machine communication between the output device and the Konica Minolta service organisation, CS Remote Care means less maintenance for the office and helps to avoid disruptive downtime. Offices can concentrate on their core work and benefit from several automations.

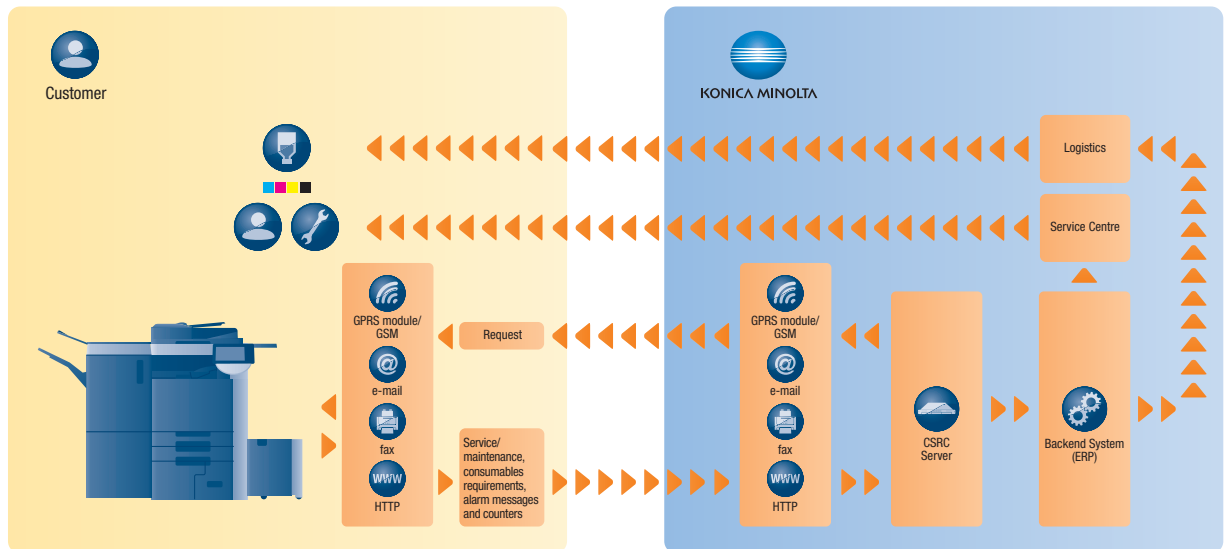
■ **Automated ordering of consumables:** Warning messages, e.g. to replace toner, are transmitted directly to the Konica Minolta service organisation. CS Remote Care also allows direct checking of the customer's consumables supply, including the initiation of an automatic delivery as soon as the consignment stock reaches a specified minimum. Users don't need to worry about reordering to ensure uninterrupted production.

■ **Automated service notification:** Whenever a Konica Minolta output device requires technical attention, the precise details of the problem are transmitted via CS Remote Care to the Konica Minolta service organisation. Before dispatching a technician, a remote analysis of the output device is carried out to determine whether the fault can be rectified remotely or an onsite service is required; service visits can be planned ahead at times convenient to the customers.

■ **Automated counter reading:** For systems running under CS Remote Care, users no longer need to take counter readings and forward these to the Konica Minolta service. CS Remote Care automatically checks volumes at specified intervals; transmitted figures form the basis for correct invoicing.



→ Seamless and service-based workflow with CS Remote Care

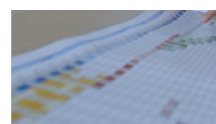
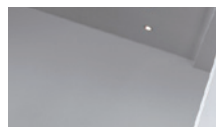


→ Key features

- Secure connection of installed output device to Konica Minolta service organisation via GPRS, GSM, e-mail, fax or HTTP
- Where of concern, connection to the company network can be avoided by using GPRS, GSM, fax
- Bidirectional communication between output devices and CS Remote Care system
- Proactive transmission of events directly from the output device to the Konica Minolta service organisation in real time
- Performance monitoring of all included output devices
- Supply management ensures timely delivery of consumables in exactly the required quantities
- Direct counter reading function automatically relays all relevant system data, including volume readings

→ Key benefits

- Direct transmission of any technical problem from the output device to the service organisation makes time-consuming service calls superfluous
- Due to automated logistics, regular checking and ordering of consumables is no longer necessary
- Taking counter readings and forwarding them to the Konica Minolta service becomes a thing of the past
- Detailed analysis and direct transmission of any output device's problem to determine whether the fault can be rectified remotely or an onsite service is required
- Precise advance information reduces the need for follow-up visits
- Intelligent on-time delivery of consumables for optimised work efficiency
- Longer life expectancy of the output device due to immediate problem recognition
- Optional e-mail service to keep the customer informed about all administrative activities





KONICA MINOLTA

Technical specifications

Supported devices:

Most of Konica Minolta bizhub output devices
Please refer to the CSRC section at
www.konicaminoltasa.com for more details

Customer:

Web Browser (IE)

Konica Minolta:

CSRC Communication Server
CSRC Web Server
CSRC Database Server

Data transfer route options:

GPRS, GSM, e-mail, fax, 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

Some of the product illustrations contain optional accessories.

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