



KONICA MINOLTA



# VIDEO SECURITY SOLUTIONS & SUPPORT

Giving Shape to Ideas

# DELIVERING EXCEPTIONAL SUPPORT WITH AN EXPERT SERVICE DESK EXPERIENCE

A video security system from Konica Minolta provides the peace of mind that comes from knowing what is happening in your facility — allowing you to pay attention to what is most important: your business.

The Konica Minolta Global Client Service (GCS) team is ready to help you stay secure at all times. GCS offers a variety of service desk plans, training and professional services consulting to support your video security solutions (VSS) platform based on your evolving business needs. Our Expert Service Desk keeps your system up and running properly and smoothly.

Konica Minolta GCS is the scalable support solution you need for assistance that is nothing less than predictable, professional and responsive.

## KEY SERVICE PLAN BENEFITS

- Trusted service provider
- Highly trained service desk specialists
- Support for multiple VSS platforms
- VSS Platforms with third party integrations
- Onsite labor coordination
- Operator training and consulting services
- Periodic health checks
- State of the art Service tracking platform



## WHAT WE OFFER

### SERVICE DESK SUPPORT

Konica Minolta provides support beyond the initial deployment of the video security solution. The Service Desk program covers many aspects of the video systems critical for uninterrupted operations, including: 'how-to' end user support, camera and infrastructure support, on-prem VMS support, escalations for difficult issues, coordination of on-site services where needed. With your permission, the Konica Minolta Service Desk can securely connect remotely into your environment to help execute common maintenance and troubleshooting tasks.

### OPERATOR ORIENTATION AND TRAINING

Our Operator Orientation and Training ensures system operators have the knowledge they need to use the system effectively. The Standard Program curriculum covers:

- Operator training for up to three individuals per session
- Cloud and on-prem system training
- Day-to-day operations, including Online Availability, Focus, SD Card Status, Date & Time settings, Color/Light Adjustments, Calibration, and other operator functions.

Beyond the initial installation period, you can request additional operator orientation, and we will provide a quote based on your requirements.

### PROFESSIONAL SERVICES CONSULTING

To accommodate growth or technology changes, we recommend you frequently assess your company's security posture to prevent potential security concerns that may arise from unforeseen circumstances. Konica Minolta understands that you may be building, upgrading or augmenting your video security system and security teams to ensure you have a comprehensive program. GCS service desk experts allow you to keep your main focus on your business, assured you have the right systems and support in place. We are here to support you and your VSS platform.





## VIDEO SECURITY SOLUTIONS (VSS) SERVICE DESK PLANS

Konica Minolta recognizes every customer's needs are different, so we offer a variety of Service Desk plans. In the chart below, you can review the array of offerings, and find the plan to meet your specific needs. Questions? The GCS team will work with you to recommend the best fit service desk plan for your business.

	Cloud Basic	Essentials	Advanced	Declined Coverage
Monthly Fee	Included <sup>1</sup>	\$	\$\$	Per hour T&M (\$180)
Support Access	8am–5pm Local Time	8am–5pm Local Time	VIP ACCESS: 8am–5pm Local Time	8am–5pm Local Time
Extended Hours	NA	NA	7x24 Optional	NA
Service Desk Requests	Cloud VMS Only	Unlimited (See coverage details)	Unlimited (See coverage details)	Per hour T&M (\$180)
Client Success Lead <sup>5</sup>	NA	NA	Assigned Lead	NA
Tier 3 Escalation	Included	Included	Priority Handling	Per hour T&M (\$180)
Remote Access	NA	Required	Unattended Required	Optional
Guided Troubleshooting	Included	Included	Included	Per hour T&M (\$180)
On-site Services	\$180 per hour <sup>2</sup>	\$180 per hour <sup>2</sup>	\$180 per hour <sup>2</sup>	\$250 per hour <sup>2</sup>
Professional Service Projects	\$180 per hour <sup>2</sup>	\$180 per hour <sup>2</sup>	\$180 per hour <sup>2</sup>	\$250 per hour <sup>2</sup>
Authorized Callers	3	1	3	NA
User Training	\$180 per hour	10 Training credits per year	30 Training credits per year	\$180 per hour
Security Health Checks	NA	Annually	Quarterly	Quoted as Project
Warranty Claim Support	Included	Included	Included	Included
Video Processing Applications Support <sup>3</sup>	NA	\$ per Module	\$ per Module	NA
Facilities Infrastructure Integrations <sup>4</sup>	NA	Troubleshooting Only	Troubleshooting Only	\$180 per hour

1. Cloud Basic provides support for standard cloud VMS solutions provided through Konica Minolta — requires active cloud VMS subscription.

2. On-site and professional services engagements are quoted based on requirements and may include pricing for travel, T&E, special rigging and 3rd party services.

3. Konica Minolta can provide support for many post-feed video processing applications, like facial recognition, healthcare and special manufacturing applications at an additional monthly fee.

4. Konica Minolta will trouble shoot issues up to the point of integration for third party access control, fire and other external facilities systems but does not support those systems under this agreement.

5. Client success lead is responsible for guiding the security experience after deployment, assisting with technical issues and identifying smart ways to address the changing needs of the client environment.



## COVERAGE HIGHLIGHTS

### ONSITE SERVICES COORDINATION

For difficult onsite tasks, (e.g., accessing a high elevation camera), Konica Minolta can facilitate onsite service and logistics coordination. Work associated with the replacement, mounting, configuration, etc., of an onsite event will be quoted for your preapproval before any work begins.

### PERIODIC HEALTH CHECKS

Konica Minolta's Service Desk plans include periodic health checks. The health check includes:

- Correcting issues that can be affected remotely
- Clearing of system alerts with analysis of root cause
- Verifying camera functionality like focus, PTZ (Point/Tilt/Zoom) and threshold settings
- Improving performance of the overall system
- Checking firmware levels
- Restarting components to apply automatically downloaded updates
- Online Status, Focus, Aiming, Image Quality, SD Card Status, and Date & Time settings

You will receive a comprehensive report with the health check results, including any suggested actions needed to ensure optimum performance.

### PROTECT YOUR INVESTMENTS

Konica Minolta's Video Security Service Desk specialists are here to help protect your investment by identifying and facilitating the warranty claim process. In the event that a warranty exchange needs to be exercised, the GCS is ready to work directly with you to determine the best strategy to restore your VSS solution.

### SCALABILITY WITH OPTIONAL SERVICES

Konica Minolta offers a complete set of services beyond Video Security Support. Other lines of service offered include:

- Managed Backup Services
- Print output and document management
- Network and server infrastructure monitoring
- Intelligent Information Management Services (IIM)

## HOW TO REQUEST SERVICE AND SUPPORT

### GCS SERVICE DESK OPTION

In the event of an issue that requires support, there are several convenient ways to request support, check the status on a previous request or to search the Konica Minolta knowledge base for information. While we strive to design your VSS system to be reliable, complications can arise. Konica Minolta's Video Security Service Desk support includes the handling of escalations to level 3 engineering.

**E-Mail:** SolutionsSupport@KMBS.KonicaMinolta.US

**Web:** Public website

**Chat:** Chat.konicaminolta.US

**Self-Help Knowledge Base:** Link to help desk articles

### CUSTOMER SELF-SERVICE OPTION

While we have developed a service coverage model capable of rapid on-site response at very economical prices, there are many common tasks that can be completed by a knowledgeable system operator at the direction of Konica Minolta Service Desk specialists. By executing common onsite tasks with your organization, you can avoid the cost of an onsite specialist. However you choose to handle the issues that arise, Konica Minolta will always be available to assist on a time and materials basis.

## RESPONSIBILITIES FOR CUSTOMERS

**Below is a list of activities that you and/or your staff can expect to perform periodically to ensure the best reliability and performance of your VSS platform.**

- Maintain the physical aspects of the system including cameras, mounts, bridge and switch hardware
- Maintain the role of Administrator over the VSS Platform
- Maintain VSS platform at established baseline
- Ensure required power and wiring are in place and not interrupted – a UPS power backup is recommended
- SD card status and swap
- Maintain date & time, color, light and threshold setting adjustments as conditions change over time
- Adjust image size, zone and sensitivity
- Manually calibrate initiation support
- Clean camera and lenses
- Carry out other self-service tasks as directed by GCS service desk to correct issues
- Onsite troubleshooting assistance for swapping PoE ports, SD cards, resetting or restarting of configured appliances
- Own video retrieval and contents

When you work with the Konica Minolta GCS for your service and support needs, you know you will have access to information and assistance that enables your business continuity. **For additional information, please talk speak to your Konica Minolta representative.**

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