



KONICA MINOLTA

# CS REMOTE CARE

Remote monitoring for maximised performance

Round-the-clock availability of equipment is essential for print providers and commercial printers alike. Downtime of output devices must be minimised, productivity maximised and routine maintenance planned in accordance with production schedules, i.e. at the printer's convenience. Konica Minolta's CS Remote Care concept provides an essential basis to maximise the system availability of the bizhub PRESS and bizhub PRO digital presses and production systems.





## ▀ Konica Minolta's CS Remote Care Concept

CS Remote Care provides state-of-the-art machine-to-machine communication (M2M) between output devices and the Konica Minolta service organisation. The remote connection relays all relevant system data in real time, advising the service side early on of routine maintenance or any other required intervention, e.g. to rectify a technical problem.

All service actions – whether delivery of consumables or the dispatch of a technician – can be planned ahead to minimise system downtime and maximise throughput. Reducing the need for user intervention and optimising system uptime, CS Remote Care boosts productivity and efficiency thanks to several automations:

- Automated ordering of consumables involves notifications, e.g. to replace toner, being 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 ensures that the precise details of the problem are transmitted via CS Remote Care to the Konica Minolta service organisation whenever a Konica Minolta output device requires technical attention. 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 customer.
- Automated counter reading frees users from having to take counter readings and forward these to the Konica Minolta service for all output devices running under CS Remote Care. The application automatically checks volumes at specified intervals; transmitted figures form the basis for correct invoicing.



**CS Remote Care**