



All Covered 
IT SERVICES FROM KONICA MINOLTA

YOUR PARTNER FOR
IT SERVICES
IN REAL ESTATE





As a one-stop partner in productivity for the real estate market, Konica Minolta provides comprehensive IT Services and support programs with capabilities that can be customized to your needs.

Help desk, application services, cloud services, managed IT and more – All Covered IT Services from Konica Minolta can do it all, increasing your productivity without adding personnel to your payroll.

To complement our award-winning document systems, we offer a wide range of the advanced workflow, mobility, and security systems you need to stay competitive and grow your business.



THE NUMBER ONE CHOICE IN REAL ESTATE

Konica Minolta's All Covered team of Managed IT Services, Strategy, Project, and Cloud Professionals, deliver on how you need to do business from the desktop... through network technologies... and into the cloud.



EXPERTISE

Proven expertise in IT Services. Combining Konica Minolta technology with the IT management expertise of our All Covered Services division is a win-win solution for your business. Our customized IT management programs are based on a unique approach that links four key areas: Consolidation, Continuity, Collaboration and Content. These “4Cs” come together to give you a comprehensive, cost-effective IT platform for growth—backed by in-depth talent, on-demand services and comprehensive IT management resources to drive your productivity and free your IT team to concentrate on accomplishing business goals.

IT SERVICES OVERVIEW

How All Covered serves the IT management needs of real estate brokers:

- Leading the industry in outsourced IT services
- 24/7 Help Desk and Network Operations Centers located in the U.S.

BENEFITS FOR YOUR BUSINESS

- Augmenting your internal IT with professional resources
- Allowing you to focus on key strategic initiatives
- Increasing employee and client satisfaction through dedicated end-user Help Desk support
- Enabling faster completion of IT and document system upgrades
- Leveraging cloud resources for data management and mobile access
- Implementing business intelligence and customized applications

A woman with dark hair, wearing a red blazer over a white button-down shirt, is looking down at a laptop. Her hands are on the keyboard. A glass of water is visible in the foreground. The background is a blurred office setting with windows.

THE 4CS OF ALL COVERED

1 CONSOLIDATION

Creating centralized, converging systems to optimize your resources, keep data in the right place and leverage the power of virtualization and cloud computing.

2 COLLABORATION

Helping your personnel connect and work together in real time to increase productivity and client satisfaction, improve communications and enhance mobility.

3 CONTINUITY

Protecting your business from disruptions, reducing downtime and minimizing risk while protecting data and your access to it with validated processes.

4 CONTENT

Capturing your information and delivering it where and when it's needed, turning data into insight and improving organizational efficiency.

ALL COVERED



**ACCESS
TO CERTIFIED
TECHNICAL
EXPERTS**



**REDUCE
DOWNTIME**



**CONTROL
IT EXPENSES**



**REDUCE
OPERATING
COSTS**



**IMPROVE
EMPLOYEE
PRODUCTIVITY**



**PROCUREMENT
POWER OF A
FORTUNE 500
COMPANY**



**MULTIPLE
LOCAL SERVICE
LOCATIONS**



**LEVERAGE KEY
TECHNOLOGIES**

EXPERIENCE THE ALL COVERED WAY

By working in a collaborative and communicative way, we make it easy to understand while delivering excellent technology support for your business.

Our commitment to value, expertise, and resources takes the hassle out of the management and maintenance of your critical technology systems. Because your results are our number one priority, we continue to grow as the only nationwide technology service partner that focuses solely on the unique computing, networking, document, and application needs of businesses.



APPLICATION SERVICES

Rapid deployment of collaboration and workflow systems using Microsoft SharePoint and .NET applications and custom application development for new initiatives and business intelligence.



CLOUD SERVICES

All Covered can bring you all the benefits of cloud services – immediate data backup, storage and retrieval of key business documents, email archiving, proposals, invoices, compliance paperwork and more.



PROJECT SERVICES

We can assist you in replacing or upgrading your hardware and software for maximum value, integrating new MFP devices into your existing network, even relocating your business infrastructure when you move your office or data center.



HELP DESK

You can have pro-active and preventative maintenance, 24x7x365 remote network monitoring, process management to correct issues before they become problems and U.S.-based help desk support via telephone or online.

EXCEPTIONAL PERFORMANCE

Comprehensive services for real estate brokers. With years of experience, hundreds of trained engineers and branch locations across the U.S., Konica Minolta's All Covered IT Services group has helped thousands of businesses take control of their IT environment without increasing their payroll. As a one-point source for managing change and measuring results, All Covered can provide a scalable, end-to-end solution customized for your needs.

All Covered trained personnel provide a broad and deep range of specialized resources and skill-sets, available to you at any and all times with extensive certification in the latest IT technologies and platforms – giving you a flexible, scalable and expandable array of services that complement your core business functions.

OUTSOURCED HELP DESK

- Level I, II and III
- Onshore
- English-Speaking
- ITIL Compliant

PROJECT SUPPORT

- Multi-Location
- Staff Augmentation
- Lifecycle Management

APPLICATION DEVELOPMENT

- SharePoint
- .NET
- Web Apps
- Mobile Worker
- Business Intelligence

GET MORE FROM YOUR TECHNOLOGY

MANAGED IT SERVICES

We're always there for you. Our All Covered Care program takes the hassle out of managing and maintaining critical IT systems. Choose a customized support plan that satisfies your users, business requirements and technical needs.

- IT Strategy, Budget & Planning
- Proactive Management
- Phone & Remote Support
- 24 x 7 Help Desk
- Onsite Emergency Response
- IT Staff Augmentation
- Client Self Service Portal

ASSESSMENTS & TECHNOLOGY PLANS

We give you the power! The power of really understanding your IT system and needs in the technical, business and operational areas. An assessment with our certified engineers is the perfect way to kick off a solid business relationship. Focus areas include:

- Network & Infrastructure
- Bandwidth & Applications
- IT Staff, Policy & Structure
- Security & Threats
- Users & Training Survey
- Compliance

CLOUD SERVICES

With Cloud Services you can enjoy the work from anywhere, no hardware-required convenience of our many cloud offerings via hardened data centers across the nation. Let us help you learn about the cloud... ask us for a cloud assessment.

- Backup for Servers / Workstations
- Server & Application Hosting
- Email, CRM & SharePoint
- Business Continuity





WE KNOW IT AND WE KNOW YOUR MARKET

IT PROJECTS

We handle all the details. From planning to punch list, your dedicated project manager will ensure the successful completion of each project – on time and on budget.

- Active Directory & Microsoft Exchange
- Backup Solutions
- Cloud Readiness & Migrations
- Disaster Preparedness
- Hosting & Colocation
- Office Relocation & Moves
- Virtualization & Storage
- WAN & Remote Services

APPLICATION DEVELOPMENT

Your business will be enhanced with applications customized for your benefit and return-on-investment—only achievable by the Konica Minolta and All Covered professional team.

- Business Intelligence
- Customer Relationship Management
- Customized Reporting
- Document Management
- SharePoint & .net

PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

INFORMATION MANAGEMENT

Enterprise Content Management (ECM)
Document Management
Automated Workflow Solutions
Business Process Automation
Security and Compliance
Mobility
eDiscovery Services

IT SERVICES

Application Services
Cloud Services
IT Security
Managed IT Services
IT Consulting & Projects
Apple Managed Services
Managed Voice Services
Technology Implementation and Deployment

TECHNOLOGY

Office Multifunction Business Solutions
Commercial and Production Printers
Industrial Printers
Wide Format Printers
3D Printers
Scanners
Security Surveillance Systems
Laptops, Desktops and Computer Hardware
Servers and Networking Equipment
Managed Print Services (MPS)
Managed Enterprise Services

**Contact All Covered Toll-Free Nationwide at
866-446-1133 or visit www.AllCovered.com**



KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.
100 Williams Drive, Ramsey, New Jersey 07446

ReshapeWork.com

