→ Competitive Advantages

	Internal IT Personnel	Konica Minolta IT-Guardians Services
Cost efficiency	Pay fixed cost for permanent employee such as wages, MPF, office space and other benefits, it involves high cost in return	Choose the token-based service package with fixed cost for the services provided
Service scope	Take risk to hire a mismatched IT staff and need to train them with different expertise	Skilled and specialized experts provide top quality support
Stability	Staff unavailability, such as vacations, sick leave, unscheduled family leave and maternity leave	Ensure continuous and stable service by professional team
Quality guarantee	Wrong appointment of unqualified employees and it is unlikely that one IT staff will be able to fulfill all technological needs	Scalable and professional service team built by Konica Minolta over couple of years

→ Benefits

Minimize labor and operating expenses: Outsourcing tends to be less expensive than hiring a full-time in-house professional. Much costs such as overhead, training and certifying the IT staff can be saved.

Provide reliable, high-quality and world-class IT services: We offer the latest and most-advanced technologies to enhance the competetiveness of your enterprise.

Increase the operation efficiency: Our experts provide comprehensive care for a wide variety of technical support issues and keep your business running smoothly.

Continuity and risk management: High turnover rate of the employee will add uncertainty and inconsistency to the enterprise. Outsourcing will provided a level of continuity to the company while reducing the risk that a substandard level of operation would bring to the company.

Comprehensive protection of the enterprise system and data security: Whilst your system and data is being held securely by us, you can focus on the core business of your company without the worry of whether your system is smoothly operating and your data are safe. We can also ensure all systems and resources can be returned to the normal operation once any emergency happens, making operations smoother.

High service quality with professional certification: Our professional team is qualified with a wide range of different certifications such as CompTIA, MCSA, MOC, MCITP, MCSE, MCTS, CCNA, LPIC, PMP and ITIL to ensure the high quality of service.

**Our Service Pledge to Customers:
Reply within 30 minutes!**

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Konica Minolta Hong Kong

http://www.konicaminolta.hk/

KONICA MINOLTA

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Jason Wong
Title
Konica Minolta
IT Guardians Outsource Consultant

IT-Guardians ガーディアンズ One-stop Information Security and Management Services
Comprehensive · Professional · Reliable IT Partner

When it comes to Information Technology (IT) Management, enterprises have to handle with complicated hardware and software administrations, operations, maintenance and supports – everything from day-to-day help desk challenges; new version of system updates & patches, provisioning & availabilities of system & network infrastructure; cloud & virtualization; disaster recovery and more.

That's why Konica Minolta provides IT Guardians one-stop Information Security and Management Services to keep everything running smoothly, handle the maintenance, upgrade, develop and solve different problems in business solutions. We have attained ISO27001 to achieve the high security standard in Information Management System while our certificated and professional IT consultants provide all-rounded services and a full range of flexible options tailored to organizations and budgets of all sizes.

IT-Guardians
ガーディアンズ

One-stop Information Security and Management Services

➡ **Service Scope**

Technical support service

- **Hardware & system maintenance:** Provide repair, recovery and backup of IT equipment and system
- **Per-call & token-based support service:** Cater for the need of ad-hoc, un-planned or urgent IT support and short-term resources for deployments and projects
- **Helpdesk service:** Operate a centralized helpdesk providing a single point of contact to all customer enquiry, remote support and service request
- **Equipment IMAC & relocation service:** Suggest and arrange the comprehensive planning to install, move, add and change (IMAC) IT equipment and relocation service
- **Equipment lifecycle management service:** Properly disguise confidential information and provide the data recovery service to ensure all important data stored safely
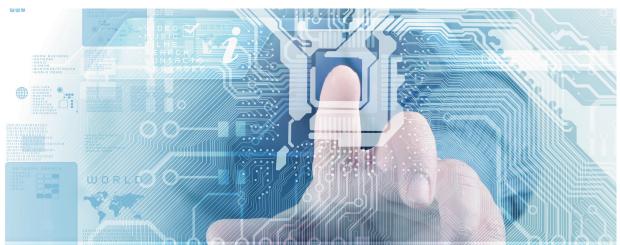
Hardware & software provisioning

- **Installation, deployment & planning service:** Provide various IT products and solutions to fit the need of each customer's budget and environment together with agreed schedule, arrangement, planning, implementation and management

Infrastructure setup

Offer an all-rounded setup service on IT infrastructure such as design, development and revamp of network, server rack, server room, security and monitor system, Wi-Fi/ switch/ router provisioning, cable wiring and patching, air-conditioner and UPS system provisioning

Outsourcing service

- **Professional IT consultant service:** Provide a wide range of IT consultancy and advice to assist customers on latest IT technology and solution
- **Project management:** Assist in managing IT project, coordinating stakeholders, solving problem to ensure the process, quality and budget of project
- **IT secondment:** Offer a tailored solution on secondment service to tackle the increasing demand for daily IT administration and support for various IT issues

Professional system integration service

- **System migration, upgrade & optimization**
- **High availabilities and clustering options and solutions**
- **Mail, storage and backup solutions**
- **Security solutions:** System access; email & end-point security; anti-virus, anti-spam; network security & UTM, etc.
- **Communication and network installation:** VOIP, PBX/ web based phone system deployment, web/ cloud-based video conference solution, etc.

Cloud, virtualization & data centre service

- **SaaS (Software as a Service):** Cloud backup solution, email cloud solution, web/ cloud conference/ collaboration
- **DaaS (Desktop as a Service):** Cloud based desktop solutions
- **IaaS (Infrastructure as a Service):** Cloud based system & network infrastructure options and virtualization
- **Traditional data centre services:** Email hosting, web hosting, domain name parking & system hosting and co-location

Pie chart segments:
- Technical support service
- Outsourcing service
- Professional system integration service
- Cloud, virtualization & data centre service
- Infrastructure setup
- Hardware & software provisioning