CS Remote Care

Always there for your devices

Automated delivery of consumables

Automated dispatching of customer engineer

Automated billing

Issuance of usage reports and consultation

Giving Shape to Ideas
CS Remote Care Global Services – remote monitoring that’s always there for you

CS Remote Care Global Services is an automated monitoring and communication system between your office’s Konica Minolta output devices and the Konica Minolta Service Organisation. It regularly checks for technical problems and consumable depletions, and takes the necessary tasks to solve them automatically to provide stable operations at all times. It helps you manage your devices more easily by minimising any unwanted downtimes and taking away the trouble of having to make service calls manually. Our goal is to provide you with greater satisfaction and reassurance at all times for the success of your business.

Automated delivery of consumables
No need to order consumables manually; they will be delivered in time.

Automated billing
Be invoiced correctly without having to report output counter readings every month.

CS Remote Care
Always there for your devices
CS Remote Care automates service actions when needed, enhancing reliability and peace of mind.

Issuance of usage reports and consultation
An automated record of past usage for each device can be provided for consultation.

Automated dispatching of customer engineer
No need to call a customer engineer for a technical problem; one will be dispatched promptly.
Automated billing means no more monthly reporting of counter readings

CS Remote Care takes away manual output counter readings by automatically checking and transmitting the precise readings to the service organisation at specified intervals, thereby automatically and correctly billing you at all times.

Automated delivery of consumables keeps stocks full at all times

With CS Remote Care, you no longer have to order consumables, such as toners manually. Whenever it senses that any consumables of your devices have reached a specified minimum, the delivery is automatically made before they are depleted.

Automated dispatching of customer engineer requires no service calls

If your device encounters a technical problem, an analysis will immediately be conducted to determine if the problem can be solved remotely. If a customer engineer visit is required, one will promptly be dispatched with the details for solutions.

Issuance of usage reports and consultation to reduce TCO

CS Remote Care automatically keeps a full record of past usage, maintenance and more for each of your devices. This information can be provided with consultations to help you grasp the precise state of your devices to reduce TCO.
Security

CS Remote Care Global Services carry out security measures from various viewpoints for data leakage, unauthorized access to a network, VIRUS AND HACKER INVASION and so on. Also, they collect only information necessary for services by a safe method.

Security on CS Remote Care communication

HTTP security
- Encryption of transmitted data
  Besides SSL encryption, the data is encrypted using an common key encryptosystem in the device and the CS Remote Care host.
- Defined data with unique format
  The data has a specific form to prevent spoofing.

E-mail security
- Encryption of transmitted data
  The data is encrypted using an common key encryptosystem in the main body and the CS Remote Care host.
- Defined data with unique format
  The data has a specific ID to prevent spoofing. If the ID is not correct, the e-mail will be deleted as an illicit e-mail.

Security inside of CS Remote Care Global Services

Illegal access is protected by firewall, and only registered administrators can access the data collected by CS Remote Care Global Services.

Information CS Remote Care Global Services collect

CS Remote Care Global Services retrieve data only from the machine memory where devices related information, such as machine adjustment data, machine setting data, counter information and problem information is stored. They cannot access data in the image memory or the hard disk drive where information regarding documents and image data for image processing is stored. Also, they never collect any personal information, print data, or any print job related information.

Actual CS Remote Care service details provided will vary according to the distributor or dealer in each country/region, or the details of the customer’s service contract. Please contact your local service provider (distributor or dealer) for specified information.

Product appearance, configuration and/or specifications are subject to change without notice.

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KONICA MINOLTA, INC.
2-7-2 Marunouchi Chiyoda-ku, Tokyo, Japan
http://www.biz.konicaminolta.com