



All Covered 
IT SERVICES FROM KONICA MINOLTA

ALL COVERED CARE SERVICES ELEMENTS



All Covered Care provides optimal uptime for systems and services within a broader IT environment. Our approach of monitoring and troubleshooting servers, workstation and network devices coupled with the latest in security and backup protection work to protect technology infrastructures for organizations of any size. Our Help Desk and local support engineering teams stand ready to provide the highest levels of vendor support both remotely and at your site.

SERVICE OVERVIEW

STANDARD SERVICES

Unified Management of Desktops and Laptops	Windows Updates and Patch Management – 3rd-party Application Patching Computer Optimization Spam Blocking and Virus Protection Email Continuity Anti-virus and Anti-malware with Automatic Updates* Asset and License Management
Unified Management of Servers	24 x 7 Server Monitoring 24 x 7 Network and Internet Connectivity Monitoring Proactive Server Management Server Endpoint Protection Web Content Filtering Patch Management and Server Optimization Asset and License Management
Help Desk	U.S.-based Customer Help Desk for Phone Support – Choice of Standard Business Hours or 24 x 7 Help Desk Support Support Escalation Management with Third-party Providers
Remote Support	Remote Control Support and Incident Remediation – Attended or Unattended Remote Access
On-site Support	On-site Incident Remediation and Support as Necessary – Choice of Standard Hours or 24 x 7 On-site Support
Other Included Services	IT Strategy and Planning Guidebook Documentation Itemized Monthly Billing Procurement Services Leasing and Finance Programs Secure Client Portal Account Management

AVAILABLE SERVICES

Services and Infrastructure	Local backup and restore for servers IT Projects – server and desktop virtualization, migrations, software upgrades, staff augmentation, security and threat assessment
Cloud Computing	Hosted PC backup - Ideal for mobile or remote workforce Cloud Server backup - Off-site data protection Local and Cloud Disaster Recovery – emergency server virtualization Cloud Servers – Windows, SQL, Exchange, Web Hosted Email, SharePoint and Collaboration Email Archiving Email Encryption

* No anti-virus or anti-malware is foolproof. In tandem with All Covered's anti-virus solution, client should implement its own set of best practices, including safe browsing and email procedures.

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

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