

# Expanded Support Capabilities: Coronavirus (COVID-19) Service Response

*Expertise available to help  
optimize your systems and  
enhance patient care.*



Konica Minolta has intensified the strength of our support centers to include the experience of our Field Service Engineers and the Clinical Applications Specialists. In addition to traditional onsite services, during times of limited travel and access to our customers facilities, we have made the following changes:

- **Offering enhanced remote and video augmented technologies** to provide installation services and the product education needed to maintain equipment, streamline productivity and increase the level of patient care while protecting the healthcare professionals.
- **Offer excellent product support and education through distance learning** sessions, webinars and online Radiologist and Clinician trainings in exchange for on-site visits. Our skilled Applications Specialist are also available to assist with system configuration support, image quality updates, or just refreshing use of operations to ensure your staff can meet the challenges of today's environment.
- **Our Support Centers have doubled its capacity** while utilizing leaders in third-party remote access, such as TeamViewer & SecureLink. They will then explore options of utilizing appropriate available site personnel and mobile device applications necessary to complete the task.



**Incorporating your hands with Konica Minolta expertise.** Together with your site's Biomedical Engineer, PACS Administrator, Clinical or IT personnel our trained experts will ensure we achieve a dependable worry-free support so that your can worry on what matters most, the patient and the safety of your staff.

**We are here, we are ready, and we will do everything necessary to support your people and our communities.**

**Together, we will get through this. Call us today at 1-800-945-0456 or 1-800-366-5343.**