bizhub vCare Enhances the Customer Experience with Supply Notifications, Automatic Meter Reading, and Improved Productivity

Misssissauga, ON - February 23, 2009 - KONICA MINOLTA BUSINESS SOLUTIONS (CANADA) LTD. announces the launch of the bizhub vCare™ Device Relationship Management (DRM) system. bizhub vCare is a new software system developed by KONICA MINOLTA BUSINESS TECHNOLOGIES, Tokyo, Japan, designed to enhance customer care through efficient management of KONICA MINOLTA multifunctional devices (MFPs). Consisting of a bizhub vCare Server and vCare-enabled bizhub MFPs, the system allows for the quick and efficient interchange of data between vCare-enabled bizhub MFPs and the bizhub vCare Server via the Internet.

bizhub vCare collects all MFP counter and status information then communicates this information through secure email, resulting in accurate automatic meter reads saving the customer the time and effort needed to manually record and submit this information; improved first-service-call effectiveness; delivers proactive service; and facilitates intelligent supply management. Virtually any bizhub or bizhub PRO device user can benefit from bizhub vCare, but it can provide greater returns for organizations that demand maximum machine uptime from their bizhub workgroup and/or bizhub PRO production print MFPs.

"bizhub vCare helps to ensure that KONICA MINOLTA MFPs are kept in peak operating condition and ready to perform mission-critical applications when needed", says Jeff Bugelli, National Manager, Professional Services. "With bizhub vCare, KONICA MINOLTA has removed the need for our customers to be interrupted from their core business to provide a meter reading, while at the same time improving over-all productivity and uptime", he adds.

bizhub vCare Benefits

Automated Meter Reading: bizhub vCare frees customers from the meter reading process, eliminating monthly calls or faxes to send or obtain meter readings. bizhub vCare generates automated meter readings on a daily, weekly, or monthly basis, providing prompt and exact meter reads that ensure billing accuracy.
Intelligent Supply Notification: bizhub vCare can monitor toner and other supply levels in bizhub vCare enabled devices and communicate this information directly to the customer. This helps the customer ensure the supplies they need are always on hand without maintaining a large stockpile of supplies.
Service: bizhub vCare will inform participating service departments if an MFP is having trouble. Further, it will let the service department know if a device needs a preventive maintenance call to replace a part even before it wears out. Thanks to the wealth of technical information provided by bizhub vCare, the system makes proactive service possible and leads to better management of service calls, reduction in service costs, and increased customer satisfaction.