

A single-source solution makes it simple for Konica Minolta Business Solutions USA

Konica Minolta is reshaping and revolutionizing the Workplace of the Future™. With their comprehensive portfolio, they deliver solutions to leverage mobility, cloud services, and optimize business processes with workflow automation. Their All Covered IT Services division offers a range of IT strategy, support, and network security solutions across all verticals. They partner with their customers to give shape to ideas and work to bring value to society.

For over 10 years, Livtech has been a trusted advisor to Konica Minolta Business Solutions doing business in 150 countries worldwide. As a true extension of Konica Minolta's Infrastructure team, Livtech provides consulting and onsite support to help streamline and manage their cloud and telecom infrastructure.

The Challenge

- Multiple service and support contacts made the management of existing services and the addition of new services, frustrating and business impacting
- The monthly review and analysis of invoices were cumbersome, time consuming and costly
- Inventory was not current and charged for services that were not needed
- They had 312 monthly invoices and 73 different telecom providers supporting their network, equipment and services providers in 165 locations throughout the U.S
- Multiple voice and data services at each site

The Solution

- Livtech worked with BCN, their trusted technology partner, to provide a turnkey, consolidated approach to aggregating all of Konica Minolta's local phone and data services at each location
- Livtech's project team collaborated with Konica Minolta to identify the current network infrastructure and future needs to create a cost-effective, integrated, single-source solution resulting in hard and soft cost savings
- One sophisticated Customer Portal to view and manage service locations, orders, tickets and more
- One consolidated invoice for all locations, on an easy to read monthly invoice

The Result

- 45% savings or \$700,000 annually
- Reduced implementation timeframes by 50%
- Provided a three year ROI with a TCO payback in month 3
- Moves, Adds and Changes done in minutes versus days
- One source for all POTs, DIDs and Broadband services at all 165 locations
- Streamlined all support and service through Livtech

"Livtech is an extension of our team, they work side by side with us to understand the tactical and strategic challenges we face and are relentless in working with us to provide valuable and business impacting solutions. Working with Livtech on this project, we knew immediately the team could help simplify a very complex collection of services, vendors, and monthly invoices."

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Cathy Lilli
Sr Director of
Infrastructure, Konica
Minolta Business Solutions
USA