



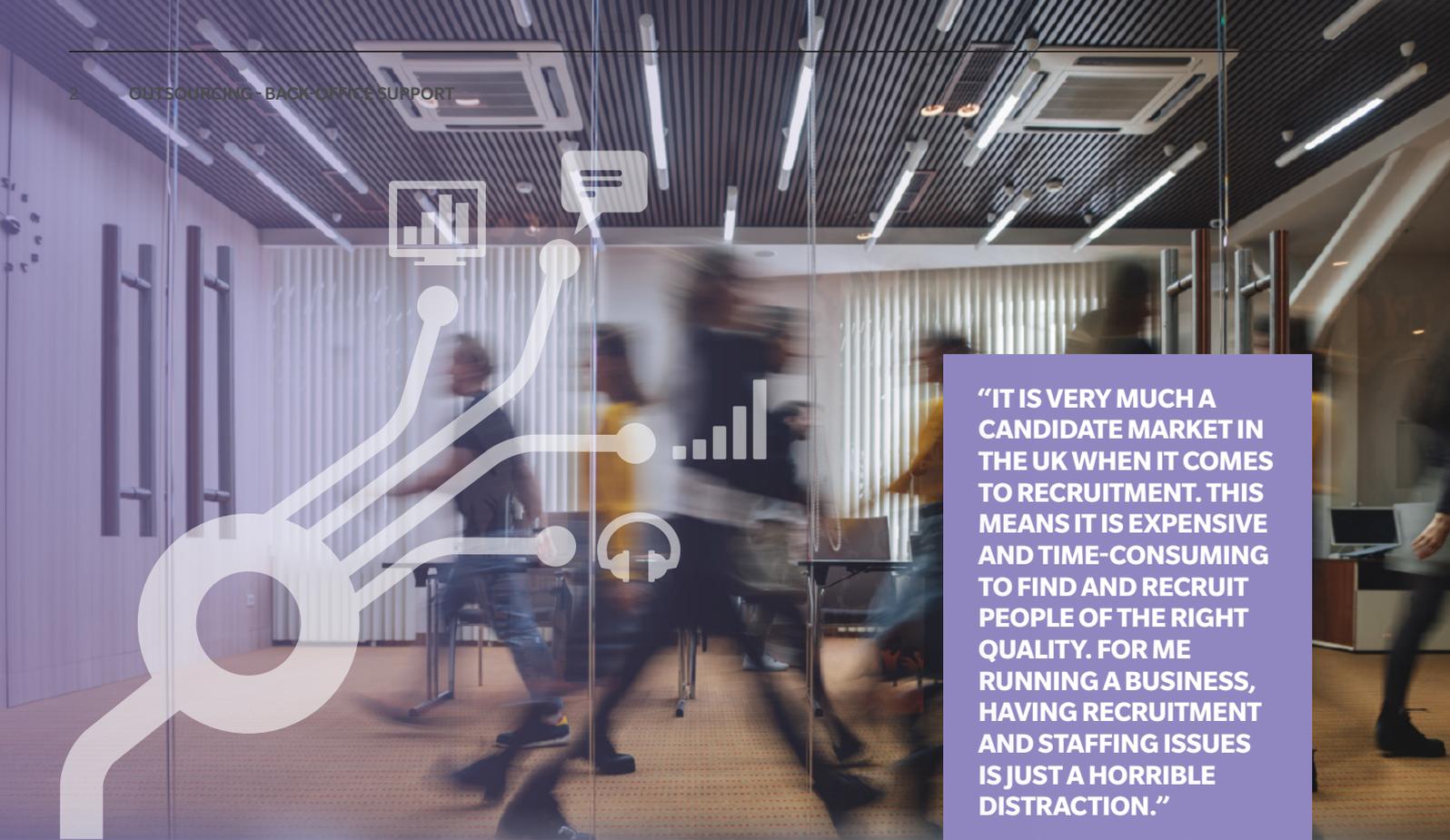
KONICA MINOLTA



# BACK-OFFICE SUPPORT

SCALABLE AND LOW RISK  
BACK-OFFICE SUPPORT SERVICE

Giving Shape to Ideas



**“IT IS VERY MUCH A CANDIDATE MARKET IN THE UK WHEN IT COMES TO RECRUITMENT. THIS MEANS IT IS EXPENSIVE AND TIME-CONSUMING TO FIND AND RECRUIT PEOPLE OF THE RIGHT QUALITY. FOR ME RUNNING A BUSINESS, HAVING RECRUITMENT AND STAFFING ISSUES IS JUST A HORRIBLE DISTRACTION.”**

David Watson, Evolve

## INCREASE PRODUCTIVITY WITH BACK-OFFICE SUPPORT

The back-office function is an essential part of any business and those associated job roles enable and equip front-office teams to perform their customer-facing duties. Therefore, it's critical that back-office functions across all key departments like Finance, HR, Sales, Legal and Procurement are fulfilling and processing output timely and efficiently.

Business utilising a back-office support service are proven to react quicker to an increase in demand and are not limited to hiring or office space constraints effecting their agility to perform.

### DON'T LET POOR BACK-OFFICE SUPPORT HOLD YOU BACK

The ability to be agile and scalable is essential for any business strategy and operations department, utilising a back-office support service means meeting your business needs at low risk.

Are these challenges familiar to you?

- Sales Order fulfilment backlog
- Slow transaction processing and document preparation
- Long customer dispute resolution times
- Long Customer onboarding processing
- Delayed Claims Processing
- Field servicing operations task backlog
- Unsatisfied suppliers waiting for payment due to slow AP/ AR process times

With many hiring managers struggling to fill key back-office positions due to lengthy recruitment processes or lack of skilled candidates. There is a compelling business case for small & medium businesses to seek remote talent for their back-office roles.

Konica Minolta's outsourced back-office support service addresses these challenges and provides you with a scalable, quick and cost-effective alternative for hiring staff locally.



# FLEXIBLE & SCALABLE BACK-OFFICE SUPPORT SERVICE

Konica Minolta's team are here to help with not just Accounting and Bookkeeping, but a variety of other financial-related activities such as tax calculation and filing as well as payroll management that can be partially or entirely outsourced.

Equally you can outsource a wide variety of admin roles including Client Services, Sales Order Processing, Renewals, Purchasing, Sales Support, Contract Management, Quoting, Data Validation, and Data Processing.

**"WE NEEDED AN OUTSOURCING SOLUTION THAT WAS VERY SCALABLE AND ALLOWED US TO ADD A LOT OF PEOPLE ON QUICKLY. WE COULDN'T AFFORD TO WAIT FOR A MONTH FOR RECRUITMENT, AND ANOTHER TWO FOR TRAINING. IDEALLY, WE'D HAVE PEOPLE STARTING AT A TWO WEEKS' NOTICE. WE HIRED 15 PEOPLE WITH KONICA MINOLTA IN TWO WEEKS. WE DIDN'T BELIEVE THAT WAS GOING TO WORK BUT IT DID. NOW WE HAVE 23 AGENTS WORKING FOR US AND THERE HAVE BEEN NO COMPLICATIONS AT ALL. THAT'S BEEN THE BIGGEST WIN FOR US."**

Dan Rose, CEO of Paperflow

Our team of experts can hire, and host dedicated high-performing back-office support staff at a fraction of the cost and time to achieve this in-house. These agents work as a fully integrated extension to your team.

- Access to high performing and degree-educated talent base
- Dedicated sales and demand generation agents - working as a functional extension to your in-house team
- Access to professionals matched to your specific requirement - working as a functional extension to your in-house team
- Range of options - including 24/7 support, shared desks and multilingual capability
- Flexible contracts – scalable, agile and risk free
- Significantly lower operating cost vs in house recruitment at home
- Simple & effective onboarding process for new customers & desks try outsourcing risk-free option
- Scalability – build your team up or down, as needed
- Guaranteed Service Levels & reliable high-end infrastructure
- Multilingual work force – fluent agents in English, French, Italian, Spanish, German, or Dutch-
- Expert and dedicated account management for each customer



# BENEFITS OF OUTSOURCED BACK-OFFICE SUPPORT



Significantly lower operating cost vs in house recruitment at home.



Every trusted partnership we have, is earned through the results we deliver and consultative advice we provide.



Fast and easy onboarding process.



Scale operations up or down at speed. Dedicated agents - working as a functional extension to your in-house team



Our delivery results in exceptional customer experiences and business operations for our clients and their customers.



The ultimate in flexibility and “Pay as you Go” giving you rapid agility and scalability

## WHY WORK WITH US

### PROVEN TRACK RECORD

We have over 30 years’ expertise and customer successes in the delivery of outsourced and managed services as well as solutions for process automation.

### DEPTH & SCALE IN OPERATIONS

Our service delivery operation and managed facility centre in Sofia now has over 300 agents across over 20 shared & dedicated help and service desks supporting customers across the UK and Europe. We use the operation ourselves as well - In fact our service delivery centre is now at the heart of Konica Minolta’s internal operations across the UK and Europe.

### ROBUST INFRASTRUCTURE AND BUSINESS CONTINUITY MECHANISMS

Our fully managed service centre has robust infrastructure and business continuity plans to ensure the health and safety of our employees and customers as well as continuity of service to our customers at all times.

**GET IN TOUCH TODAY  
AND LET’S START  
BUILDING YOUR  
PERFECT TEAM**





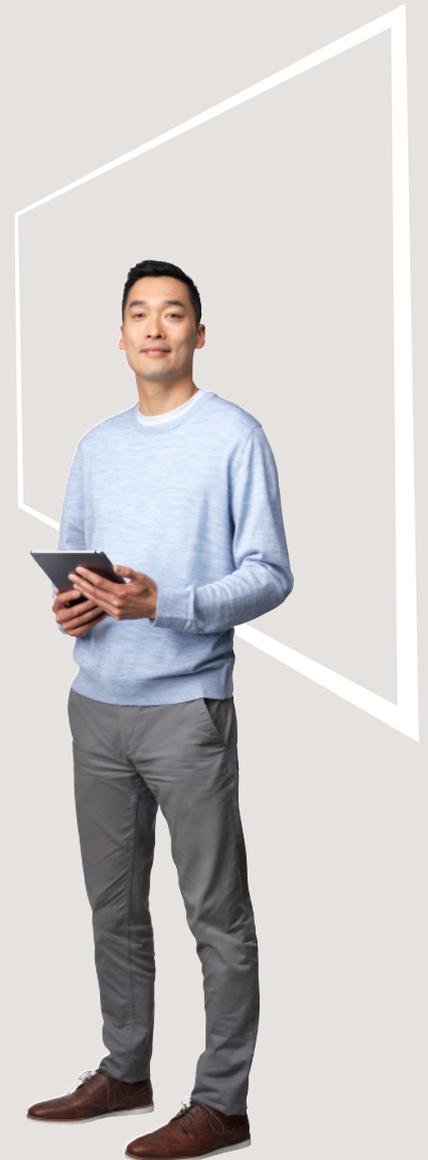
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### SUCCESS THROUGH PARTNERSHIP

We take pride in the relationships and trust we have built with our customers. We focus on being a strategic growth partner with one mission – helping our clients' businesses achieve sustainable and scalable growth through optimising process in a cost-effective way.

### THINK GLOBAL, ACT LOCAL

Konica Minolta UK, is part on Konica Minolta group, a £6 Billion global organisation with over 20,000 customers in the UK alone. This provides us with the perfect combination of global scale, depth, reach, security, as well as expertise in outsourcing and managed services.



## LET'S TALK

Get in touch and talk to one of our professionals today about how Konica Minolta and our expert team can help your business enjoy the benefits of digital transformation of your print services:

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www.konicaminolta.co.uk  
**0800 833864**

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