

# Konica Minolta Boosts Remote Support for Medical Imaging Diagnostic Equipment



## KONICA MINOLTA

The Healthcare Business Division at Konica Minolta, Inc. has a long history of using remote support, going back to the start of digitalization for medical imaging diagnosis using film. The company now uses TeamViewer after comparing and deliberating on a variety of points regarding the options.

With TeamViewer, the Healthcare Business Division at Konica Minolta, Inc. offers remote support for medical imaging diagnostic equipment both within Japan and abroad. While the company has worked in this field since the era of capturing X-ray images on silver halide film, Konica Minolta has expanded into multiple fields, including ultrasonic imaging equipment and medical IT services.

Expanding business required increased field service engineer staff. However, they had to limit the number of additional employees, while still improving customer satisfaction. Given the changes in modern work formats, they now use TeamViewer to offer early-stage remote support.

### Challenges

- ⌚ Limiting the increase of field service staff
- ⌚ Reducing license costs and increasing convenience
- ⌚ Providing year-round support for customers in medical institutions, 24 hours/day

### TeamViewer Solution

Konica Minolta has provided remote support since the Integrated Services Digital Network (ISDN) era. So, when it was time to adopt a new remote access service, they selected TeamViewer for performance and security. They have now expanded their use from remote support to internal business.

### Results

Konica Minolta avoided increasing the number of field service engineers and ensured availability, which was more reliable compared to on-premises remote servers.



## 24/7 Remote Support for Medical Institutions

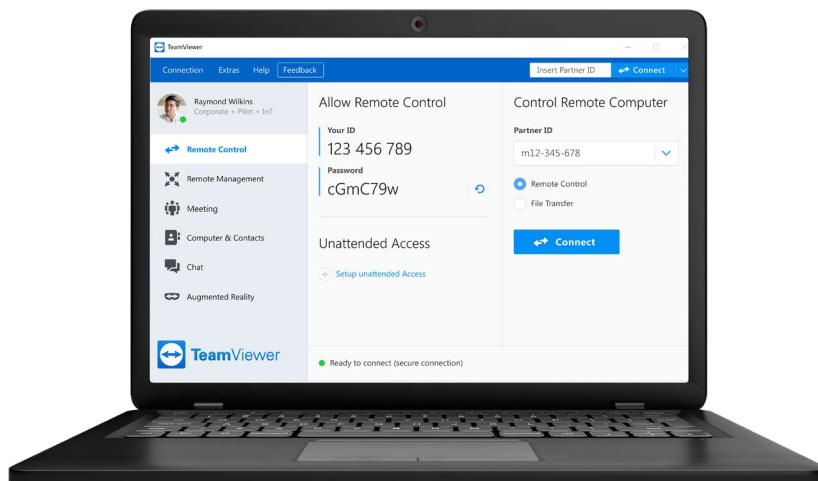
The Konica Minolta, Inc. Healthcare Business Division primarily offers image diagnostic equipment for X-rays and ultrasound, as well as server equipment for storing images. The company provides support 24 hours a day, 365 days a year for medical institutions that require rapid support, to prevent delays in accurate diagnosis for critical care.



” When our customer support learns about an issue, and if we can’t handle the issue over the phone, an expert has to go to the site. Handling requests remotely reduces time until recovery, since it eliminates staff travel times. Our current remote resolution rate is extremely high, and our customer satisfaction is high even in this era when people feel systems should always run smoothly place.”

**Shunsaku Kazuhisa, Konica Minolta, Inc.  
Healthcare Business Division**

Moreover, by eliminating travel for support staff, they are effectively reducing their company’s CO2 emissions.





## Ensuring Availability by Switching from On-Premises Remote Servers to TeamViewer

Konica Minolta has digitalized X-ray photography in the same way that images have shifted to digital cameras from silver halide film. The company was already performing remote maintenance over networks in 2003. They used ISDN connections at the time, but shifted to remote service using the internet in 2007.

Regarding their TeamViewer implementation, Isao Haga from the Healthcare Business Division explained: "We had built remote services using on-premises servers, but when we had server issues, all of our remote access went down. Then we started thinking about how to ensure availability through some form of distribution and redundancy."

The company reviewed six remote connection products, narrowed the search down to cloud services, and selected TeamViewer. Security is critical for anything related to the healthcare sector, and Konica Minolta emphasized the importance of the high-level encryption built into TeamViewer, as well as the external authentication. They were also impressed by the short time between connecting from the TeamViewer control screen and actual remote operations.

## Expanding to Different Areas of Work

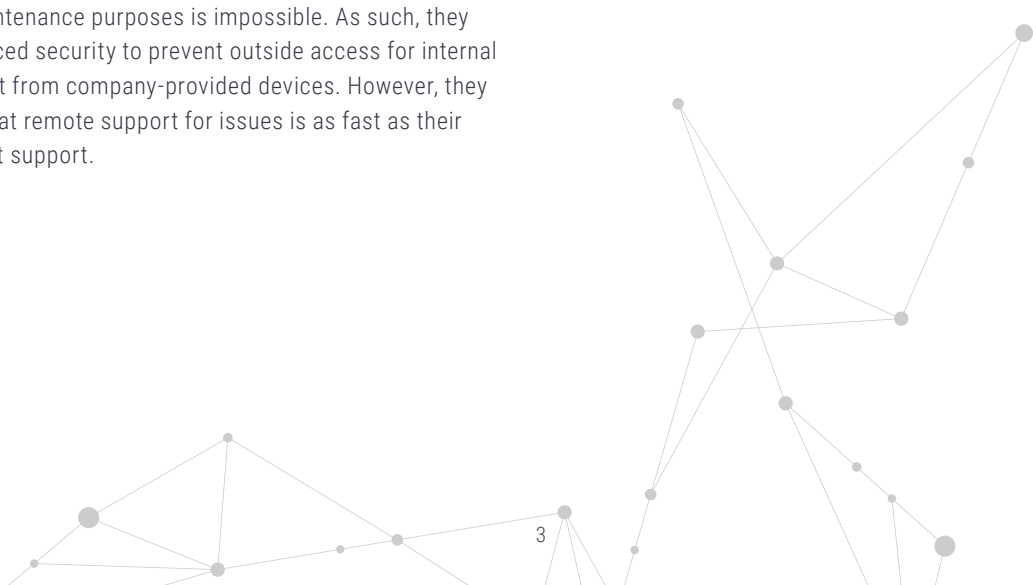
Konica Minolta is expanding their TeamViewer adoption throughout their worldwide locations, as well as within Japan. Remote support is particularly vital in the US, due to the geographic size of the country.

The company is also progressing with using TeamViewer in "work style reforms" in Japan. For example, when the IT support team must handle a system issue away from the office, they usually relied on PCs in the past. But since TeamViewer is compatible with a variety of operating systems, this enables an instant diagnosis of the situation through remote access simply using a tablet or smartphone. This reduces the need for staff members to carry around bulky, cumbersome devices.

The company takes precautions to ensure external access for remote maintenance purposes is impossible. As such, they have enhanced security to prevent outside access for internal work, except from company-provided devices. However, they indicated that remote support for issues is as fast as their own product support.

” TeamViewer solves issues with remote support. Response times are faster and CO<sub>2</sub> emissions are lower when our staff stays in one place.

**Shunsaku Kazuhisa, Konica Minolta, Inc.  
Healthcare Business Division**



## About Konica Minolta, Inc.

Konica Minolta, Inc. started in photography and offered X-ray film through its Healthcare Business Division, the company has shifted to an image diagnosis solutions provider for X-rays and ultrasound with the advance of medical digitalization. They provide image display and diagnosis, as well as storage and computer systems.

## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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