


The Connected Office

 060 487 9637

 www.theconnectedoffice.co.za

To:

[Client Name / IT Dealer Name]

[Client Contact Details]

Proposal: Specialized BPO Support for Printer & MFP Environments

Overview

We provide specialized remote support for Konica Minolta, ITEC, and Develop multi-function devices — handling everything from printer setup to network configuration and secure print management. This is a shared support desk model for up to 3–4 IT dealers, delivering professional, first-line technical support for your client base.

Scope of Services

- Support Call Handling: Up to 16 technical support calls per day (shared across clients)
 - Printer Setup: IP configuration, driver installation, Windows/Mac support
 - Scanner Configuration: SMB scanning, scan-to-email, address books
 - Network Troubleshooting: Offline devices, DNS, gateway/IP issues
 - Account Track & Authentication: Department codes, LDAP setup, user authentication
 - Box Printing Configuration: Secure hold print and internal storage
 - YSoft SafeQ Support: Troubleshooting and configuration (counts as 5 standard calls due to complexity)
 - Job Logging: Into your own systems with client follow-up
 - Weekly Reporting: Call volumes, issue types, recommendations
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Call Allocation

The shared BPO support model allows for up to **16 support calls per day** across all participating dealers. Based on your participation:

- With 3 dealers: you can expect approximately **5–6 calls per day**, which equates to **100–120 calls per month** per dealer (assuming 20 working days).
- With 4 dealers: this averages around **4 calls per day**, which equates to about **80 calls per month** per dealer.

This ensures a fair distribution of support resources while maintaining fast response and resolution times for your clients.

Operating Hours

- Monday to Friday: 08:00–17:00
 - After-hours support available on request
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Why Partner With Us?

- Deep experience in Konica Minolta, ITEC, and Develop ecosystems
 - Support for secure printing, scan environments, and enterprise tools like YSoft
 - Fast first-line resolution = happier customers and fewer escalations
 - Free your techs to focus on installs and high-value work
 - Scalable, brand-aligned, and cost-effective
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BPO Benefits – What You Save

- **Fuel:** No travel for routine support
 - **Time:** Staff freed up for higher-value tasks
 - **Labour:** No need to expand your team
 - **Vehicle:** Reduced wear, fuel, and maintenance
 - **Laptop/Tools:** No extra gear or licenses needed
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Next Steps


Let's schedule a 15-minute call to:

- Align on ticketing and escalation workflows
 - Customize scripts and support handoff
 - Begin onboarding
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Sincerely,

Angelo

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