



"...The Pro-Tech Award gives you, the customer, a distinctive advantage. You're assured, before the sale, that your Konica Minolta dealer has the skills, the people and the systems to keep your equipment operating at the highest levels of productivity."

- Jim Ingrassia
VP. KMBS, USA



Frank Bures, National Field Service Manager Konica Minolta Business Solutions (KMBS), USA; Jim Ingrassia, VP KMBS, USA.; Joe Lempicki, Eastern Regional Service Manager, KMBS, USA; Jorge Campos, Document Solutions Service Manager; Alan Nielsen, Executive VP KMBS, USA; Rick Taylor, President, COO, KMBS, USA



Service, Support, Satisfaction. Second to None.

This is the Konica Minolta Pro-Tech Promise

The Pro-Tech Service Award recognizes those Konica Minolta dealers able to demonstrate an exceptional commitment to customer support and satisfaction. It is a symbol of quality. An assurance of professional, reliable service and maximum performance for your Konica Minolta office products.

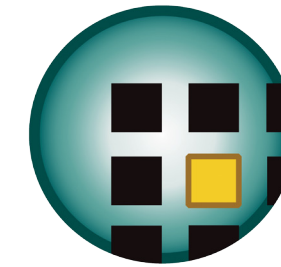
The Pro-Tech Service standard is difficult to achieve and the evaluation procedure is exhaustive. Every element of the service operation- management skills, inventory control, technical expertise, dispatch systems, customer satisfaction, and more- is scrutinized and measured.

The rigid standard is the very reason this award has become such a powerful symbol of competence and proficiency. To be chosen to become a member of this select group is indeed an honor.

Alan Nielsen
Executive Vice President
Dealer Sales
Konica Minolta Business Solutions U.S.A., Inc.



Jim Ingrassia
Vice President
Solutions Support Division
Konica Minolta Business Solutions U.S.A., Inc.



DOCUMENT
solutions

Business. **L**ife. **S**implified.

We offer every customer the benefits of...

Professional, customer-oriented service department management and administration



Service response times significantly better than the industry average



Preventive maintenance programs that are on time, every time



Inventory control systems that assure immediate access to replacement parts and components



Comprehensive training programs and performance reviews to maintain the highest level of expertise



Highly skilled technical specialists and service personnel trained on your products

Our mission is to simplify your business life by doing everything it takes to meet your needs. Please visit our website at www.DSBL.com to find out how we can make your **B**usiness **L**ife **S**implified.





**A PROUD CERTIFIED PRO-TECH
SERVICE CENTER FOR 6 YEARS!**

This is a symbol of dedication, exceptional
commitment, self-improvement & passion to pro-
vide the best service possible.



THROUGH DEDICATION
TO SERVICE EXCELLENCE,
HAS EARNED THE
PRO-TECH SERVICE AWARD
FOR 2012.



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symbol of quality.
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operations: management skills,
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is scrutinized and measured.**