



Service, Support and Satisfaction – Second to None

**Pro-Tech 2017**

Recipient of the Pro-Tech Service Award for 2017  
Through Dedication to Service Excellence

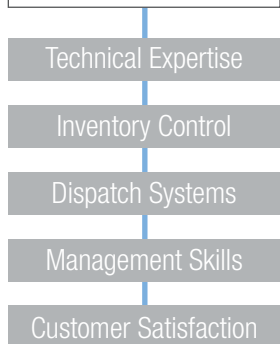
# Document Solutions, LLC. - Kenilworth, NJ New York, NY



# The Pro-Tech Promise.

**Service, Support and Satisfaction – Second to None.** The Pro-Tech Service Award recognizes those Konica Minolta dealers who have demonstrated an exceptional commitment to customer support and satisfaction. The Pro-Tech Service standard is challenging – and the evaluation procedure is rigorous and far-reaching.

## The Pro-Tech Standard



Every element of the service operation is scrutinized, including technical expertise, inventory control, dispatch systems, management skills and customer satisfaction. This rigid standard is the reason our Pro-Tech Award has become such a powerful symbol of dedication and proficiency. Attaining Pro-Tech certification and becoming a member of the elite Pro-Tech group is indeed an honor.

## Excellence

You can count on your Pro-Tech dealer to give you their best effort, every day of the year – offering every Konica Minolta customer the benefit of a broad range of enhanced technical and management skills, including:

- Professional, customer-oriented service department management and administration policies
- Service response times significantly better than the industry average
- Preventive maintenance programs that ensure maximum uptime and superior performance
- Inventory control systems that provide immediate access to replacement parts and components
- Comprehensive training programs and performance reviews to maintain the highest level of expertise
- Skilled technical specialists and service personnel trained on your specific products



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### Commitment

As your Konica Minolta Pro-Tech dealer, we are committed to your satisfaction – and Konica Minolta reflects this commitment through its organization. Of all major manufacturers in our industry, Konica Minolta was the first to offer a program of this kind and continues its leadership role by setting the highest standards of performance, service and support. The nationwide network of Konica Minolta dealers offers a state-of-the-art product lineup that is unsurpassed.

### Confidence

The Pro-Tech award gives every Konica Minolta customer a distinct advantage: the assurance of knowing that your Konica Minolta dealers have the skills, the training and the dedication to keep your equipment operating at the peak of productivity. If you're choosing a technology partner, that's an advantage worth considering.

#### Alan Nielsen

Executive Vice President Direct Sales  
Konica Minolta Business Solutions, U.S.A.

#### Jim Ingrassia

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



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## About Document Solutions

Since 1997, businesses of all sizes, from sole proprietorship to multi-site internationals, have turned to Document Solutions in order to meet their office technology needs. We acquire new customers through our expertise in understanding business processes and our thorough knowledge of the latest, most effective technology resources. We have kept our customers due to our commitment to service excellence.

Document Solutions Simplifies your Business Life with proactive management of all of your office equipment and IT Services. Our award winning Service Department delivers first-class service, support, and responsiveness; and with over 10 years of IT experience, our senior level technicians keep your computers running, your data secure, and your business moving forward. That is the Document Solutions guarantee. For more information, please visit [www.dsbls.com](http://www.dsbls.com) and follow Document Solutions on Facebook, YouTube and Twitter.



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