

KONICA MINOLTA

# PRO-TECH 2025

**SERVICE, SUPPORT  
AND SATISFACTION  
- SECOND TO NONE**



**RECIPIENT OF THE PRO-TECH SERVICE AWARD FOR 2025  
THROUGH DEDICATION TO SERVICE EXCELLENCE**

DOCUMENT SOLUTIONS, LLC  
KENILWORTH, NJ

Giving Shape to Ideas





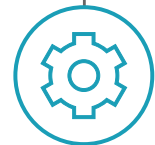
# THE PRO-TECH PROMISE.

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.

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. COMMITMENT. CONFIDENCE.

### THE PRO-TECH STANDARD



TECHNICAL EXPERTISE



INVENTORY CONTROL



DISPATCH SYSTEMS



MANAGEMENT SKILLS



CUSTOMER SATISFACTION



## 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

## 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 certification award gives every Konica Minolta customer a distinct advantage: The assurance of knowing that your Konica Minolta dealers have the skills, the technical 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.

*Ken Stadi*

**Kevin Streuli**

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





Jorge Campos, the Service Manager at Document Solutions, shared that “It is an incredible honor for our service team to receive the prestigious Pro-Tech award for the 19th consecutive year. This recognition reflects our unwavering commitment to excellence, consistency, and customer satisfaction. We take immense pride in the hard work, expertise, and professionalism our technicians bring to every service call, and this award reaffirms the high standards we strive to uphold every day.”

## PARTNERSHIP.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

### INFORMATION MANAGEMENT

Intelligent Information Management (IIM)  
Document Management  
Automated Workflow Solutions  
Business Process Automation  
Security and Compliance  
Mobility  
eDiscovery Services

### IT SERVICES

Application Services  
Cloud Services  
IT Security  
Managed IT Services  
IT Consulting & Projects

### TECHNOLOGY

Office Multifunction Business Solutions  
Commercial and Production Printers  
Wide Format Printers  
Laptops, Desktops and Computer Hardware  
Servers and Networking Equipment  
Managed Print Services (MPS)  
Managed Enterprise Services

**19 Year**  
**KONICA MINOLTA AUTHORIZED**  
**PRO-TECH**  
**SERVICE CENTER**



**KONICA MINOLTA**

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