

KONICA MINOLTA



SERVICE, SUPPORT AND  
SATISFACTION – SECOND TO NONE

# PRO-TECH 2021



RECIPIENT OF THE PRO-TECH SERVICE AWARD FOR 2021  
THROUGH DEDICATION TO SERVICE EXCELLENCE

BUDGET DOCUMENT TECHNOLOGY  
LEWISTON, ME





# 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

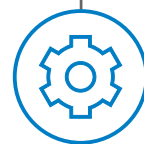
You can count on your Pro-Tech dealer to give you their best effort, every day of the year – offering every

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



## THE PRO-TECH STANDARD



### TECHNICAL EXPERTISE



### INVENTORY CONTROL



### DISPATCH SYSTEMS



### MANAGEMENT SKILLS



### CUSTOMER SATISFACTION



### **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.

**Kevin Streuli**

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

Picture and Caption

Insert your text here to provide information and promote the technical and service capabilities of your business.

You may want to feature a service employee of the month.

Add all the data you would like your customers to see – and perhaps include a picture or graphic image.

Dealer Logo

## 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

Enterprise Content Management (ECM)  
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  
3D Printers  
Wide Format Printers  
Laptops, Desktops and Computer Hardware  
Servers and Networking Equipment  
Managed Print Services (MPS)  
Managed Enterprise Services

For complete information on Konica Minolta products and solutions,  
please visit: [CountOnKonicaMinolta.com](https://www.CountOnKonicaMinolta.com)



**KONICA MINOLTA**

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