

KONICA MINOLTA



SERVICE, SUPPORT AND
SATISFACTION – SECOND TO NONE

PRO-TECH 2020

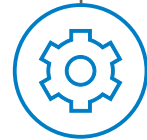


RECIPIENT OF THE PRO-TECH SERVICE AWARD FOR 2020
THROUGH DEDICATION TO SERVICE EXCELLENCE

INTEGRATED COPY SOLUTIONS, INC.
SAN JOSE, CA



THE PRO-TECH STANDARD



TECHNICAL EXPERTISE



INVENTORY CONTROL



DISPATCH SYSTEMS



MANAGEMENT SKILLS



CUSTOMER SATISFACTION

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



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.

Jim Ingrassia

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

15 Year

KONICA MINOLTA AUTHORIZED

PRO-TECH

SERVICE CENTER



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: www.icscopiers.com



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