



KONICA MINOLTA

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PRO-TECH SERVICE AWARD 2011

Tronitech

COUNT  KONICA MINOLTA



THROUGH DEDICATION
TO SERVICE EXCELLENCE,
HAS EARNED THE
PRO-TECH SERVICE AWARD
FOR 2011.



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.

This 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.

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

We, the dealer, are committed to your satisfaction and Konica Minolta is committed to assuring high performance standards throughout its organization. Through a nationwide network of dealers, Konica Minolta offers a state-of-the-art product lineup that is unbeatable. Of all the major manufacturers, Konica Minolta was the first to offer a program of this kind and continues to be a leader by setting the highest standards in the industry today.

Finally, 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. We think that's an advantage worth considering.



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.

The service department of Tronitech is honored and extremely proud to, once again, be distinguished with the 2011 Pro-Tech Service Award.

The 2011 distinction is the 11th time that Tronitech has received Konica Minolta's gold standard for service competence and proficiency.

"The Pro-Tech Service Award is a mark of distinction that we are proud to showcase," said Tronitech's Service Manager, Randall Wheeler. "It symbolizes our commitment to offering the best business practices and the very best in service. It certifies to our customer base that we have the skills, people and systems to keep their Konica Minolta equipment operating at the highest level of productivity. It shows our customers that they can depend on us."

Tronitech's service technicians combine for over 90-years of service experience with the Konica Minolta products. Many of our technicians are currently servicing their fifth generation of micrographic technology, having started with liquid electrostatic units in the 1980s and evolved to the current state of the art digital scanner-printers.

With service centers in Indianapolis, Cincinnati, Columbus, Lexington and Louisville, Tronitech's Pro-Tech Service Team is ready to demonstrate its commitment to customer support and satisfaction.



8719 Boehning Lane Indianapolis, Indiana 46219

www.tronitech.com