

KONICA MINOLTA



SERVICE, SUPPORT AND  
SATISFACTION – SECOND TO NONE

# PRO-TECH 2018

RECIPIENT OF THE PRO-TECH SERVICE AWARD FOR 2018  
THROUGH DEDICATION TO SERVICE EXCELLENCE

TRONITECH, INC.

Ohio,  
Indiana,  
Kentucky







# 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

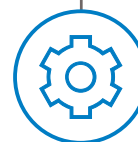
You can count on your Pro-Tech dealer to give you their best effort, every day of the year – offering every

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 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.

The service department of Tronitech is honored and extremely proud to, once again, be distinguished with the 2018 Pro-Tech Service Award.

The 2018 distinction is the 17th 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 areas in Indianapolis, Cincinnati, Columbus, Lexington and Louisville, Tronitech's Pro-Tech Service Team is ready to demonstrate its commitment to customer support and satisfaction.



Indiana, Ohio, Kentucky

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