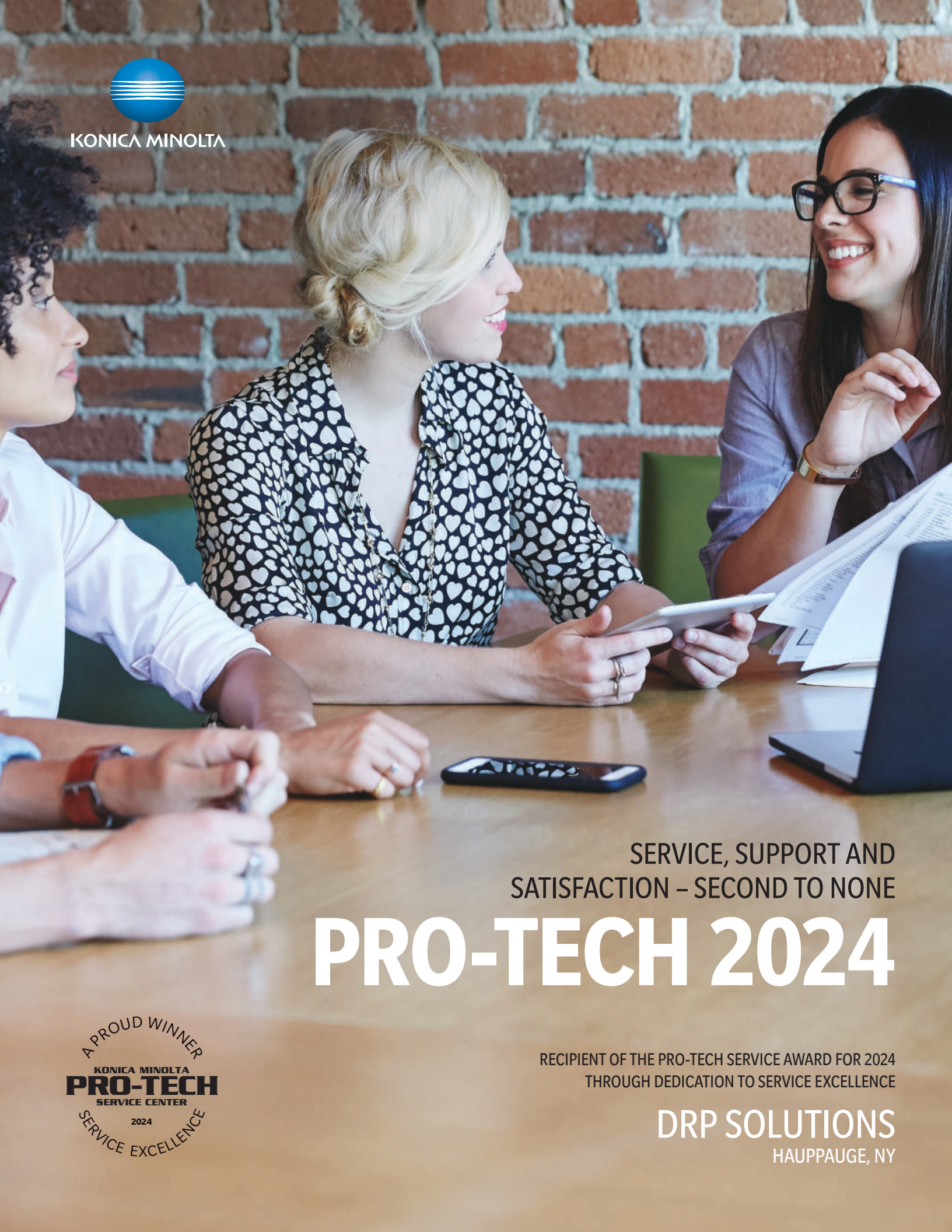

SERVICE, SUPPORT AND
SATISFACTION – SECOND TO NONE

PRO-TECH 2024

A PROUD WINNER
KONICA MINOLTA
PRO-TECH
SERVICE CENTER
2024
SERVICE EXCELLENCE

RECIPIENT OF THE PRO-TECH SERVICE AWARD FOR 2024
THROUGH DEDICATION TO SERVICE EXCELLENCE

DRP SOLUTIONS

HAUPPAUGE, NY



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

A PROUD WINNER
KONICA MINOLTA
PRO-TECH
SERVICE CENTER
2024
SERVICE EXCELLENCE

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.

DRP SOLUTIONS



DRP Solutions is a Managed Service Provider specializing in cutting-edge office technology solutions. We serve companies of all sizes across various industries throughout the greater Tri-State area, delivering up-to-date IT recommendations, advanced copying and printing solutions, and comprehensive project work in ever-changing office environments. Our mission is to provide our customers with the highest level of responsibility and dedication, ensuring secure business continuity and that your business initiatives are not hindered by technology. Partnering with DRP Solutions guarantees custom-formulated, creative solutions that leverage modern technology to keep your company aligned with its projected growth—your success becomes our success.

18 Commerce Drive, Ste 1
Hauppauge, NY 11788
info@drpsolutions.com
(631) 873 - 4560
www.drpsolutions.com

KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.
100 Williams Drive, Ramsey, New Jersey 0744

© 2024 KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC. All rights reserved. Reproduction in whole or in part without written permission is prohibited. KONICA MINOLTA and the KONICA MINOLTA logo are registered trademarks or trademarks of KONICA MINOLTA, INC. All other product and brand names are trademarks or registered trademarks of their respective companies or organizations. All features and functions described here may not be available on some products. Design & specifications are subject to change without notice.

07/23-P/Z