



Giving Shape to Ideas

Service, Support and Satisfaction – Second to None

pro-tech 2017

Recipient of the Pro-Tech Service Award for 2017
Through Dedication to Service Excellence

M & M Sales Company, Inc. Urbandale, IA



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.

The Pro-Tech Standard

Technical Expertise

Inventory Control

Dispatch Systems

Management Skills

Customer Satisfaction

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.

Don Duvall

Vice President, Dealer Sales & Business Development
Konica Minolta Business Solutions, U.S.A.

Jim Ingrassia

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



KONICA MINOLTA

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