



Photo courtesy of TJ Rudebeck

## Fox Valley

The Gordon Flesch Company has developed a reputation throughout the Midwest for helping companies like yours save time and money by providing them with the very best in office workflow solutions backed by world-class service. **We're proud to announce that we are now serving businesses in the Fox Valley region.**

WE LOOK FORWARD TO HELPING YOU ELEVATE EFFICIENCIES BY ANALYZING YOUR DOCUMENT WORKFLOW, PROVIDING BUSINESS SOLUTIONS THAT WILL STREAMLINE YOUR PROCESSES AND OFFERING TRAINING THAT WILL MAKE IT ALL WORK TOGETHER.

### DEDICATED TO YOUR BUSINESS

Our company was founded more than 50 years ago, right here in Wisconsin. We utilize local knowledge and experience to help companies run at peak efficiency. As an authorized, full-line Canon dealer, we offer exclusive business equipment solutions that help your company run smoother—and your employees work at their very best.

We also know that office technologies work best when they work all the time. That's why our technical support center and long-tenured service experts are dedicated to keeping your equipment up and running.

Local knowledge, breakthrough products and unparalleled service are the key tenets that comprise our professional approach. We're also committed to supporting the needs of communities we do business in with the Gordon Flesch Charitable Foundation, which distributes grants to a group of employee-designated nonprofits every year. As we create lasting and rewarding partnerships in the Fox Valley region, we're confident our exceptional service and commitment to community will make the difference for your company.

Our Fox Valley office is conveniently located in Kimberly, putting us in the perfect geographic position to effectively serve customers in the eastern and central portions of Wisconsin. Being in close proximity is important to our customers—and to us.

**“We are committed to service like nobody else. With every account—no matter how large or how small—service comes first.”**

*— Kelly Glaser, Branch Manager*





## WE MAKE IT ALL WORK TOGETHER

### PRODUCTS

We'll work with you to recommend products that will help you achieve your business objectives. As an authorized, full-line Canon dealer, you'll benefit from the latest technology advances to help enhance workflow and productivity. Our products include:

- Copiers
- Facsimiles
- Multifunction devices
- Scanners
- Wide-format printers (black-and-white and color)

### TECHNOLOGY

Today's best technology helps you manage electronic content like never before. Instant communication and digital archiving can be completed with software programs:

- Laserfiche®
- Docs-on-the-Cloud
- Forms-on-the-Cloud
- Canon imageWARE
- eCopy™ Quick Connect
- eCopy™ Connectors

### SERVICES

We make sure your equipment works—and that your staff is fully trained to utilize it. And we offer onsite services—using Gordon Flesch

Company personnel—so that you have more time to focus on the task at hand: Growing your business. Services include:

- GFC onsite services
- Print shop staffing
- Mailroom management
- Software training
- Workflow analysis
- Equipment training
- GFC imageCARE® program

### SUPPORT

We know your company needs to be up and running. That's why our response time is fast—and our service is unparalleled. Our technicians have achieved the Canon Association of Technical Service Professionals (ATSP) certification, a program that verifies a technician's level of product, service and support skill. Our commitment to service has helped us achieve an excellent industry average response time of 3.89 hours for service calls and earned us a fifth place ranking for our First-Call Efficiency out of more than 200 dealerships nationwide.\* Here are just a few components of our industry-leading support.

- Certified system engineers
- Large, on-site, in-stock parts inventory
- Dedicated technical support center
- Highly tenured service technicians

\* First-Call Efficiency is the percent of time the technician resolves a customer issue without incurring a callback or further delay.

## COMMITTED TO THE COMMUNITY

### The Gordon Flesch Charitable Foundation

The Gordon Flesch Charitable Foundation was established following the events of September 11, 2001. Since then, the company has donated \$100,000 each year to vital causes. Every regional office in our organization—including here in the Fox Valley region—is dedicated to giving back to the communities where we work and live. We volunteer, raise funds and provide financial support to local charities, foundations and neighborhood groups.

As a relatively new branch in the Fox Valley, we are actively seeking information about worthy, local causes. Our goal is always the same: Support the community whenever—and wherever—we can.

### IT'S A LOCAL CALL

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