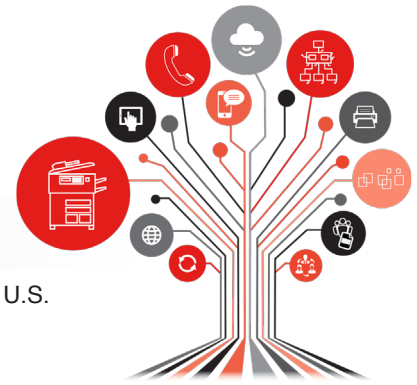




## Konica Minolta Pro-Tech Certified

Earned Exclusively by the Top 2% of Dealers in the U.S.



**You can count on Loffler to give you our best effort, every day of the year.**

And to offer every client the benefits of...

- Professional, customer-oriented service department management and administration
- Service response times significantly better than the industry average
- Preventative 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

At Loffler, we are committed to your satisfaction and Konica Minolta is committed to assuring high performance standards throughout its organization. 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 client, a distinct advantage. You're assured, before the sale, that Loffler 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.

**Don Duvall**  
Vice President,  
Dealer Sales & Business Development  
Konica Minolta Business Solutions

**Jim Ingrassia**  
Vice President,  
Solutions Support Division  
Konica Minolta Business Solutions



Through dedication to service excellence, Loffler Companies has earned the Pro-Tech Service Award for the 10<sup>th</sup> consecutive year!

### Service, Support, Satisfaction. Second to None.

The Pro-Tech Service Award recognizes Konica Minolta dealers that demonstrate an exceptional commitment to customer support and satisfaction. It is a symbol of quality, and 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 organization – management skills, inventory control, technical expertise, dispatch systems, customer satisfaction, and more – is scrutinized and measured.

These rigid standards are the reason this award is such a powerful symbol of competence and proficiency. To be chosen to become a member of this select group is indeed an honor.

*If you are a current Loffler client, thank you. We appreciate your trust and confidence in our team and the technology and services we provide for you. If you are new to Loffler, thank you for giving us an opportunity to demonstrate why so many organizations choose Loffler for their office technology and services.*



**Call 952-925-6800 or visit [loffler.com](http://loffler.com) to learn about our integrated solutions and award-winning service.**