

ANNUAL ELITE DEALER ISSUE: SALUTING THE INDUSTRY'S SHINING STARS

AUGUST 2008

office

THE INDEPENDENT DEALER'S PLAYBOOK FOR SUCCESS

DEALER

Address-Addresser Sales Company • Advance Business Systems • All Copy Products Inc. • All For Mailers & Supplies for Mailers • Alternative Mailing & Shipping Systems Inc. • American Office Solutions • Applied Imaging • Arkansas Copier Center Inc. • ASI Business Solutions • Associated Business Systems • Atlantic, Tomorrow's Office • Automated Business Products • Bay Copy • Blue Technologies Inc. • Business Consultants • Business Machine Agents Inc. • Cell Business Equipment • Central Business Systems • Centric Business Systems • Century Business Products Inc. • Colson Business Systems Inc. • Columbus Office Solutions • COMDOC • Commonwealth Business Technologies Inc. • Coordinated Business Systems Ltd. • Copy & Camera Technologies • Copy Products • Corporate Business Systems Inc. • Dakota Mailing and Shipping Equipment Inc. • DEC Copiers • Des Plaines Office Equipment • Digital Products, Inc. • Digitec Office Solutions • Digitex Corporation • Document & Network Technologies, Inc. (DNT) • Document Technology Solutions Inc. (DTS) • Docutek Imaging Solutions Inc. • Duplitrone Inc. • Eakes Office Plus • Edwards Business Systems/Virginia Business Systems • EGP Inc. • Enoch Office Equipment • EO Johnson Company • Expressway Office Solutions • FaxPlus Inc./Omni Business Systems • Fisher's Document Systems • Ho-Tech • Premier Business Products • General Mailing & Shipping Systems Inc. • Heritage Business Systems Inc. • Image Matters Inc. • IMAGETEC LP • Impact Networking LLC • Infinity Communications • Innovate Mailing & Shipping Systems • Integrated Office Technology • ITS Mailing Systems Inc. • Kearns Business Solutions • Keystone Digital Imaging Incorporated • Les Olson Company • MailShip Technology • MarXam LLC • Meridian Imaging Solutions • Meritech Inc. • Metro Imaging Systems • Metro Sales Inc. • Midwest Mailing & Shipping Systems Inc. • Midwest Office Automations Inc. • Modern Office Methods • Modular Mailing Systems Inc. • MT Business Technologies Inc. • Multiple Services Equipment Company • National Mailing Systems • Nevill Business Machines • NISCO Equipment Solutions Inc. • Northern Business Machines Inc. • NovaCopy Inc. • Office Concepts Inc. • The Office Connection • The Office Shop • Ohio Business Machines • Pacific Office Automation • Paper Handling Solutions Inc. • The Phillips Group • Premier 5+ • Priority Mailing Systems Inc. • Priority Systems • ProSource • Quality Business Solutions • Quality Imaging Solutions Inc. • RJ Young Company • RK Dixon • RTD Office Products Inc • Saulisbury Business Machines Inc. • Sims



Business Systems • Solutions Management Group • Stargel Office Solutions • Steven Enterprises Inc. • Stratix Systems Inc. • Suburban Stationers • Summit Mailing & Shipping Systems Inc. • TGI Office Automation • Timpac Inc. • Ultrex Business Products • Van Ausdall & Farrar • Witt Company • Woodhull LLC • Word Processing Services Inc.



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ates directly and honestly, and takes a consultative approach.

Three reasons why Infinity Communications is Elite:

- It provides customers with a single point of contact for integrated office equipment and voice and data communications products.
- Its mobile showroom enables the dealership to demonstrate up to five machines at a customer's location.
- It has a reputation for honesty and creates win-win situations with customers.



From left, Jim Spates, Don Frese, and Ron Keenan of Innovative Mailing & Shipping Systems

INNOVATIVE MAILING & SHIPPING SYSTEMS
HAUPPAUGE, N.Y.
www.4ims.com

Key vendors: Hasler, Duplo, Rena, Satori, Omaton, MBM

By the numbers: It grew by 30 percent last year.

Why customers like doing business with the dealership: It's able to foster strong and lasting relationships with its customers.

Three reasons why Innovative Mailing & Shipping Systems is Elite:

- It always looks for ways to improve client services to be more efficient.
- Its proactive outreach to customers helps keep them aware of changes in the industry.
- It continues to give back to its community by supporting various charitable organizations.

INTEGRATED OFFICE TECHNOLOGY (IOTEC)
SANTA FE SPRINGS, CALIF.
www.iotecdigital.com

Key vendors: Toshiba, HP

By the numbers: It grew 30 percent over the last three years.

Why customers like doing business with the dealership: They appreciate the expertise and "above and beyond" attention to detail that IOTEC brings to each installation.

Three reasons why IOTEC is Elite:

- Its hands-on owners enable the company to truly understand the requirements of today's marketplace.
- Its Account Manager Team provides a more customer-service-oriented and consultative relationship with clients.
- It's a Toshiba ProMasters Award winner.

ITS MAILING SYSTEMS INC.
NORRISTOWN, PA.
www.itsmailing.net

Key vendors: Hasler, Neopost, PFE, Rena, Omaton

By the numbers: It enjoyed 38 percent top-line revenue growth in 2007.

Why customers like doing business with the dealership: It has a consultative selling approach that highlights its expertise in mailing and shipping systems.

Three reasons why ITS Mailing Systems is Elite:

- Its Smart Choice Guarantee defines its commitment to customer service.
- It has a close working relationship with its manufacturers, which allows it to stay ahead of the technology curve.
- It's a Hasler President's Club member and a Rena Top 10 Dealer.

KEARNS BUSINESS SOLUTIONS
EASLEY, S.C.
www.kearnscorp.com

Key vendors: Kyocera, Lanier, Muratec, HP

By the numbers: Its revenue grew 20 percent in 2007.

Why customers like doing business with the dealership: It acts as a business partner with clients, bringing them the best technology to solve their document problems.

Three reasons why Kearns Business Solutions is Elite:

- It offers innovative solutions, including fleet management and process improvement.
- It's a top-tier dealer for Muratec, Kyocera, and Lanier.
- It has a reputation as a great place to work.



Ribbon-cutting ceremony at Keystone Digital Imaging's Voorhees, N.J., office

KEYSTONE DIGITAL IMAGING INC. (KDI)
ASTON, PA.
www.kdi-inc.com

Key vendors: Savin, Toshiba, FP, HP, Okidata, Lexmark, Fortis

By the numbers: It grew 23 percent last year.

Why customers like doing business with the dealership: It's easy to work with and provides cost-effective, tailor-made solutions.

Three reasons why KDI is Elite:

- It's a total solutions provider and offers MFPs, IT support, phone systems, scanners, mailing machines, and document management solutions.
- It designs and hosts Websites as well as offers domain registration and DSL capabilities.
- Its president is a former technician, which is why at KDI, service comes first.



From left, Jim Olson, co-CEO; Larry Olson, president and co-CEO, Les Olson Co., Salt Lake City, Utah

LES OLSON CO.
SALT LAKE CITY, UTAH
www.lesolson.com

Key vendors: Sharp

By the numbers: It grew over 13 percent last year and enjoyed an average increase of over 8 percent from 1998-2006.

Why customers like doing business with the dealership: It has a 52-year history and is committed to customer service.

Three reasons why Les Olson Co. is Elite:

- Its motto has always been "Good service isn't expensive—it's priceless!" which is why it has more than 60 factory-trained and certified