

# ELITE DEALERS

## \$20 Million to \$50 Million



## KDI Office Technology

Aston, PA  
www.kdi-inc.com  
imrdigital.com  
kdicares.org

**Year Founded:** 1988

**President/Owner:** Rick Salcedo

**Number of Employees:** 121

**Primary Vendors:** Canon, Ricoh, Lexmark, HP, NEC, Panasonic, Fujitsu

**Primary Solutions Offerings:** DocuWare, Square 9, Kofax, nddPrint, PaperCut, Canon

**Primary Leasing Partners:** DLL, TIAA Bank, Canon Financial Services, Wells Fargo, GreatAmerica

**Approximate Yearly Revenue:** \$36 million

**Fastest-Growing Business Segments:** Scanning and conversion (25%), managed IT (25%), MPS (25%)

**Biggest Accomplishment of the Past Year:** In working with its OEM and leasing partners, KDI Office Technology maneuvered through the back order issues, staggering inflation and rising interest rates that dominated the year to ensure client needs were met.

### Why We Consider KDI Office Technology Elite:

- Constant contact. Through email, newsletters and social media, KDI was able to keep customers abreast of industry updates and other important information. Using those same channels, the dealer promoted monthly educational webinars and shared timely blogs on relevant topics.
- Highway hello. All travelers in the Philadelphia region are familiar with the dealer's digital billboards near



*KDI Office Technology's president and CEO, Rick Salcedo, and CFO Terry Salcedo join the company's volunteer team at its annual Pink Ball golf outing, a benefit in support of men and women impacted by breast cancer*

the sports complex. In addition to sharing news about the city's beloved sports teams, KDI promotes local events and community endeavors such as the American Cancer Society's Making Strides Walk, and high school Monsignor Bonner and Archbishop Prendergast's annual fundraiser.

- RFP wins. The dealer cashed in with two enterprise-sized accounts. The RFP process was rigid, exacting and extremely demanding for both, requiring an internal team approach. Both pacts involved a significant amount of office equipment, various document management software, customer portal and reporting capabilities, proactive supplies distribution and ongoing service/support.
- OEM honors. In 2022 alone, KDI received the Ricoh RFG Circle of Excellence Certified Dealership designation and Circle of Excellence Prestige Certification, the Lexmark Top Performing Business Solutions Dealer honor and the DocuWare Customer Service Champion Award.