

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: 125

Primary Vendors: Canon, Ricoh, Lexmark, HP, NEC, Formax, RISO, Panasonic, Fujitsu

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

Primary Leasing Partners: DLL, EverBank, Canon Financial Services, Wells Fargo, GreatAmerica

Approximate Yearly Revenue: \$35-\$45 million

Fastest-Growing Business Segments: Scanning and conversion (20%), business process outsource (20%), IT hardware (20%)

Biggest Accomplishment of the Past Year: KDI Office Technology saw its 2022 revenue surpass both 2019 and 2020 levels, a reflection of the company's dedication, innovative strategies and customer-centric approach.

Why We Consider KDI Office Technology Elite:

- Top tutor. The dealer stresses customer empowerment through training. By providing clients training on KDI's multifunctional devices, it allows the end-user to leverage the full potential of its technology investments.



Don Schatzman, president of sales for KDI Office Technology (left) and Rick Salcedo, president and CEO, at the KDI Cares Foundation's fifth annual Pink Ball Golf Outing

- Up front. Open communication and transparency are hallmarks of doing business with KDI. Its customers appreciate clear billing, timely updates and the ability to access important information through its Customer Care Portal.
- Request success. KDI Office Technology triumphed over several suitors to win the business of a health care client in a substantial undertaking. The RFP required MPS, document content management, a range of MFP and printer hardware solutions, 24/7/365 service and support, detailed financial reporting capabilities, the provision of full-time customer service and service support representatives, the capacity to conduct thorough assessments of the current situation, and the ability to offer professional recommendations for improvements.
- Pretty in pink. Earlier this year, KDI hosted its fifth annual Pink Ball Golf Outing, orchestrated by the KDI Cares Foundation. The event has raised more than \$300,000 since its inception. The dealer also has planned a Designer Bag Bingo to benefit Alzheimer's research.