

Does Your Current Vendor Measure Up?



The Technology People

What Makes Us The Best:

Datamax/ Micro is the Total Solutions Provider for over 20 years. Whether you need stand alone equipment or to be connected to the world, we have the products and services to make your goals a reality.

"Raving Fans" Company Philosophy: our core commitment is **"To market advanced products and solutions backed by outstanding service to the business community"**.

Our Sales Representatives perform a **Document Flow Analysis** to design a plan to meet your equipment and/ or service's needed. The end purpose is to: **Significantly** reduce operating costs, **Improve** reliability and performance of document imaging solutions, and to **Dramatically** improve employee productivity, just to name a few.


Product and Support:

For over 20 years, **Canon** has been the **#1 product** in the industry for Monochrome and Color Copiers. **Canon** is the only brand of copiers we sell; and we rank **25% higher** than other independent dealers around the country in customer satisfaction.

Two (2) Full Time Product Trainers, with System Engineering Backgrounds. They are here only to train you, and your satisfaction is their goal. They are familiar with many different operating systems including Adobe PostScript.

Seven (7) Full Time System Engineers, certified in a number of applications including Microsoft, Apple, Novell and Cisco environments. **TechCare** and **TechPac** support services to take care of your on-going needs!

Service:

No Lemon  **Guarantee.** If during the first five (5) years, (three (3) years if refurbished equipment), the equipment has been continuously covered by the Datamax full Service Maintenance Agreement, and if the equipment has not been subject to misuse, abuse, or neglect, and if **you** are not satisfied with the performance, Datamax/ Micro **will replace it with a machine of equal value at no charge!**

Guaranteed response time for service calls. Within **five (5) hours** you will have a Service Technician on location, or we will credit your account **ten dollars (\$10)** an hour for every hour we are not on time. **Do other vendor backs up their response time?** We back up our written Guarantees with money if we fail to live up to them.

If we fail to repair your copier within **eight (8) normal working hours**, we will provide a loaner copier to you at **no charge.**

Twenty-Five (25) Full Time Service Technicians, specialized on your particular equipment. They are manufactured certified. All Service Technicians are local and are locally dispatched.

Supplies and Parts:

Supplies for your equipment is on hand locally, with a local contact. **Not only** do we carry **Canon** supplies, but we also carry: HP, Lexmark, Brother, Kyocera, Copystar, Gestetner, IBM, Imagistics, Kodak, Konica, Lanier, Minolta, Panasonic, NEC, OKI, Ricoh, Xerox, Samsung, Savin, Sharp, Tally Genicom, and Xante.

Over **\$1 Million** worth of equipment, parts, and supplies in stock in our warehouse. Odds are if you need a part for one of your machines, we have it in house.

Finance:

We Self-Fund Our Leases, we are able to offer this because of our sound financial standing. **You are purchasing and leasing from the same company.** A local contact is available to handle any billing issues that might arise.

We have the flexibility to design a program to meet your financial needs. We offer: **no penalties to upgrade, a lease cancellation guarantee, lease upgrade guarantee, and the ability to make one payment.**