



News Release

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Konica Minolta Honors Graphic Enterprises of North Canton with 2010 Pro-Tech Service Award for Service Excellence

Ramsey, N.J. and North Canton, Ohio – March 29, 2010 – Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta) today announced that Graphic Enterprises Office Solutions of North Canton, Ohio has been honored with a 2010 Pro-Tech Service Award, which recognizes those Konica Minolta dealerships that demonstrate the highest commitment to customer support and satisfaction.

“Providing excellent service has become increasingly important in our industry, and Konica Minolta is committed to assuring the highest performance standards across our organization,” said James Ingrassia, vice president, solutions support division, Konica Minolta Business Solutions U.S.A., Inc. “The Pro-Tech Service Award represents Konica Minolta’s gold standard for service competence and proficiency. There is no higher honor for an authorized Konica Minolta dealer partner and Graphic Enterprises should be very proud of its achievement.”

A 22-time Pro-Tech Service Award winner, Graphic Enterprises Office Solutions headed by Brian Frank, President, is dedicated to delivering professional, reliable service and maximum performance for Konica Minolta’s award-winning lines of digital imaging products. To attain the Pro-Tech standard, each element of Graphic Enterprise’s operation was evaluated and measured, including its management skills, inventory control systems, technical expertise, dispatch systems, and customer satisfaction ratings.

“The Pro-Tech Service Award is a mark of distinction which we are proud to showcase as it symbolizes our commitment to offering the best business practices in our marketplace,” said Brian Frank, President. “This award certifies to our customer base that we have the skills, people and systems to keep their Konica Minolta equipment operating at the highest level of productivity. Additionally, it provides our customers another great reason to count on Konica Minolta and Graphic Enterprises Office Solutions for all of their printing needs.”

About Konica Minolta

Konica Minolta Business Solutions U.S.A., Inc. is a leader in advanced imaging and networking technologies for the desktop to the print shop. For the second consecutive year, Konica Minolta was recognized as the [#1 Brand for Customer Loyalty in the MFP Office Copier Market](#) by Brand Keys. For more information, please visit www.CountOnKonicaMinolta.com and follow Konica Minolta on [Facebook](#) and [Twitter](#).

About Graphic Enterprises Office Solutions

Formed in 1970 in Canton, Ohio, Graphic Enterprises features the Konica Minolta’s bizhub series product line. Graphic Enterprises has received Konica Minolta’s prestigious Pro-Tech Service Award every year since its inception in 1988. The company employs 20 sales representatives and 30 service technicians in Youngstown, Dover, Coshocton and North Canton. www.geiohio.com

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