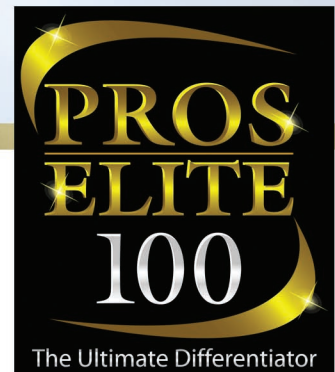




Electronic Business Machines has been selected to receive PROs Elite 100 certification. Being selected to the PROs Elite 100 recognizes Electronic Business Machines as one of the 100 Best Office Products Servicing dealers in the United States and the only Dealer with this distinction in their market. PROs, the co-authors of the Office Products Industry's Benchmarking model, has selected Electronic Business Machines because of their demonstrated Service excellence. They achieved this certification by successfully completing training in Elite Practices, demonstrating the ability to achieve PROs ELITE Service metrics, and willingness to have their ongoing results audited to insure consistent achievement of these metrics.



What Electronic Business Machines Investment in PROs Elite 100 Certification means to its Customers.

- ◆ Doing business with the office products company, in your local market, that has been recognized as the most admired for its Service Culture by its customers and by the nation's Service benchmark execution specialist, PROs.
- ◆ The knowledge that **Electronic Business Machines** agreed to have its level of Service results continuously monitored and audited by the PROs proprietary Performance Improvement Virtual Operations Tool (PIVOT) to insure consistency of Service delivery to **Electronic Business Machines** Customers.
- ◆ The knowledge that **Electronic Business Machines** must earn certification through demonstrated service excellence, year after year, to retain this Elite Service status.
- ◆ **Electronic Business Machines** service staffing is audited by PROs to insure that it is properly staffed and trained to industry productivity standards to deliver the level of Service they commit to their customers.
- ◆ Performance of the equipment they lease or purchase is at or above reliability standards for the equipment they select.
- ◆ Uptime in excess of 95% that results from the dedication to technician training and Servicing techniques audited by PROs.
- ◆ Assurance that the product you select and the applications you expect to operate will operate to your satisfaction.
- ◆ The knowledge that **Electronic Business Machines** made significant investment in training its Service Management organization and employee base in Elite Service practices.
- ◆ Investment in Spare parts availability management techniques that insures **Electronic Business Machines** has the right parts on hand for 92% of all calls.
- ◆ A locally owned dealer, with local dispatch, local spare parts support, local warehousing and complete account management capabilities. This combined with their employees' service expertise and support tools, in the opinion of the Office Products Industry's Benchmark co-authors, is superior to Manufacturer direct organizations and Mega dealerships.
- ◆ A third party customer advocate in any dispute that occurs between the PROs Elite 100 dealer and the customer. PROs an independent organization whose reputation is built on assuring Customer delight.
- ◆ **Electronic Business Machines** will have access to continuous improvement practices of the Best 100 Office Products Dealers in the United States.
- ◆ A Certified Expert in Managed Print Services to insure your company's entire digital output is managed to perfection.



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