

RICOH

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SERVICE EXCELLENCE CERTIFIED DEALERSHIP

Impact Receives 2017 Ricoh Circle of Excellence Award & Prestige Certification

Impact is a proud recipient of the 2017 Ricoh Circle of Excellence Award. Only 30% of Ricoh dealers receive this award annually. Our dedicated and highly-skilled service technicians have enabled us to receive this prestigious award every year since its inception in 2013. This award is evidence of our commitment to industry-leading customer service performed by certified technical experts.

What is this Award?

Ricoh Dealers receive the Circle of Excellence Award based on a number of criteria. The Ricoh Technical Manager follows a thorough inspection and rating method of the field service statistics and operations processes. This evaluation examines key components of technical expertise and quality of service, including model certifications, efficiency, response time success rates, and of course, overall customer satisfaction. Multiple Impact service technicians have received a Prestige Certification for service, which is the highest designation within the Circle of Excellence program. **Nationally, only 9% of Ricoh dealers have at least one service technician with a Prestige Certification.** Impact is extremely proud of its six nationally-ranked service technicians for obtaining the Prestige Certification.

Our Commitment to Serve Clients

Impact has a company-wide commitment to providing the industry's best service to our valued clients. We are able to provide this level of service through our guaranteed 24/7/4 response time to any service request and our equipment service guarantee. Additionally, our Remote-Tech software and mobile inventory help us respond to service requests efficiently with the proper parts necessary to repair equipment on the first visit. Many service requests can also be handled over the phone, with a guaranteed 30-minute response time from our field service engineer or help desk. This drive to provide service excellence is a large part of the reason that Impact retains over 93% of its clients.

The Impact Advantage

Partnering with a dealer that has received the Ricoh Circle of Excellence Award has multiple, distinct advantages for our clients. A Circle of Excellence Award signifies a quality business relationship with Ricoh that is unmatched by Impact competitors. This allows our clients to reap the benefits of this business relationship, including exclusive promotions and discounts, priority status, and immediate response to service inquiries.