



KONICA MINOLTA



News Release

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Konica Minolta Honors Impact Networking, LLC with 2015 Pro-Tech Service Award for Service Excellence

Ramsey, N.J. – June 11, 2015 – Konica Minolta Business Solutions U.S.A., Inc. ([Konica Minolta](#)) today announces that Impact Networking, LLC has been honored with a 2015 Pro-Tech Service Award at the Art of Disruption Dealer Conference in Los Angeles. Presented by Konica Minolta CEO, Tom Taiko, President and COO Rick Taylor and EVP, Dealer Sales, Alan Nielsen, the Pro-Tech Award recognizes those Konica Minolta dealerships that demonstrate the highest commitment to customer support and satisfaction.

“Konica Minolta is committed to assuring the highest performance standards across our organization,” says James Ingrassia, vice president, solutions support division, Konica Minolta Business Solutions U.S.A., Inc. “The Pro-Tech Service Award represents achievement of Konica Minolta’s highest standards for dealer service and proficiency.”

A Pro-Tech Service Award winner for the 3rd Year, the Service Department at Impact headed by CIO Douglas Gamache, is dedicated to delivering professional, reliable service and maximum performance for Konica Minolta’s award-winning solutions. To attain the Pro-Tech standard, each element of Impact operation was evaluated and measured, including its management skills, inventory control systems, technical expertise, dispatch systems and customer satisfaction ratings.

“We are excited to continue another year earning the Konica Minolta ProTech award. Although this award has our company name displayed on the front, it is more for our customers and prospective clients to rest assured that according to the industry benchmarks and best practices Impact has succeeded to continually outperform and exceed expectations. Impact continues to invest in ways to improve efficiencies and increase customer satisfaction. At Impact, we consider ourselves a leader in the industry and everyone is passionate about providing the top level of technology products merged with the best customer support to back it up, and we look forward to more years of success with Konica Minolta.” says Douglas Gamache, Chief Information Officer

About Konica Minolta

Konica Minolta Business Solutions U.S.A., Inc. is one of the world’s leaders in information management focused on enterprise content, technology optimization and cloud services. Our portfolio of offerings deliver solutions to improve our customers’ speed to market, manage technology costs, and facilitate the sharing of information to increase productivity. The All Covered IT Services division offers a range of IT strategy, support, project and cloud computing solutions across all verticals. Konica Minolta has won numerous awards and recognition, including placement in the Leaders Quadrant of the [2015 Magic Quadrant](#) for Managed Print Services (MPS) and Managed Content Services (MCS). Konica Minolta has been recognized as the [#1 Brand for Customer Loyalty](#) in the MFP Office Copier Market by Brand Keys for eight consecutive years. Konica Minolta, Inc. has also been named to the Dow Jones Sustainability World Index for three years in a row. For more information, please visit:

www.CountOnKonicaMinolta.com and follow Konica Minolta on [Facebook](#), [YouTube](#), and [Twitter](#).

About Impact Networking, LLC

Founded in 1999, Impact has grown to be the largest independent office equipment and document technology provider in the Midwest. Impact is a privately held company with 180 employees in 12 locations and 2014 revenues of \$45 million. Highly certified and award winning for growth, customer service and employment; Impact helps organizations create, distribute, and manage documents by providing hardware, software, training and support. Impact observes the role of documents in an office environment in order to design a custom solution for business process automation. Recommendations and implementations from Impact improve the way end users process information so document management becomes more productive and cost-effective. Impact solutions include: workflow and document management software, managed IT services, managed print services, design and marketing services, digital office equipment and production print devices.

www.ImpactMyBiz.com

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