



KONICA MINOLTA



News Release

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Konica Minolta Honors The Swenson Group of Livermore, CA with 2016 Pro-Tech Service Award for Service Excellence for the 9th Year in a Row

Ramsey, N.J. and The Swenson Group, CA – 03/01/2016 – Konica Minolta Business Solutions U.S.A., Inc. ([Konica Minolta](#)) today announces that **The Swenson Group of Livermore** has been honored with a 2016 Pro-Tech Service Award, which 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 **9th year in a row**, **The Swenson Group**, headed by **Dean Swenson, President**, 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 **The Swenson Group** 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,” **says Dean Swenson, President, The Swenson Group** in Livermore, CA. “This award certifies to our valued customers that we have the skills, people, processes and systems needed to keep their Konica Minolta equipment operating at the highest level of reliability and productivity. Additionally, it provides our customers another great reason to count on Konica Minolta and The Swenson Group for all of their office technology needs.”

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 [2016 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 The Swenson Group

People, Passion, Purpose.

People. People make the Difference at TSG

The Swenson Group (TSG) is a leading Bay Area Managed Service Provider with complete, customized office IT & print management solutions. TSG has been helping organizations reduce costs and improve productivity with Bay Area office technology and IT infrastructure support services since 1993. Our expertise is evidenced by our talented, nationally known, award-winning staff. At TSG, customer satisfaction is our highest priority.

Passion. TSG is Passionate about Satisfied Customers

Each person in our company is passionately invested in 100% customer satisfaction. We build long-term partnerships with our customers and provide innovative, pro-active service programs, customized automation tools and detailed reporting for office technology and IT infrastructure.

Purpose. Solutions and Services with Real Value

At TSG we believe that customers still prefer to do business with local people whom they grow to know and trust. Our real value is our purpose; make it a high priority to continually “re-earn” our customers’ business. We strive to be competitively priced without sacrificing exceptional post-sale service.

For more information please visit <http://www.theswensongroup.com> and follow The Swenson Group on their [blog](#), as well as on [Twitter](#).

