



KONICA MINOLTA

News Release

KONICA MINOLTA HONORS THE SWENSON GROUP AS PRO- TECH SERVICE AWARD RECIPIENT

Dealer celebrates 11th year achieving status in program

RAMSEY, NJ (March 22, 2019) – Konica Minolta Business Solutions USA, Inc. (Konica Minolta) today announced that The Swenson Group has earned a 2017 – 2018 Pro-Tech Service Award for their dedication and commitment to delivering excellent service. Pro-Tech Service Award recipients were honored at a special presentation during the company’s annual dealer conference on March 5, 2019, which took place at the Newport Beach Marriott Resort and Spa in California.

“Congratulations to The Swenson Group for this outstanding achievement,” said Sam Errigo, Executive Vice President, Sales and Business Development. “The Pro-Tech program is a rigorous process, and Konica Minolta recognizes and appreciates their exceptional commitment to customer support and satisfaction.”

The Pro-Tech program requires that dealers complete strict training and servicing criteria to ensure they are providing the best customer and product support for their Konica Minolta devices in the field. Pro-Tech dealers must also allow random inspections of their Konica Minolta products at customer locations to verify that products are well-maintained and customers are satisfied with the level of service.

The Swenson Group is dedicated to delivering professional, reliable service and maximum performance for Konica Minolta’s award-winning lines of digital imaging products. To earn the Pro-Tech standard, each element of The Swenson Group’s operation was evaluated, including management skills, inventory control systems, technical expertise, dispatch systems and customer satisfaction ratings.

“[Quote from dealer]”

By becoming part of this elite group of experts, Konica Minolta dealers are able to provide the services of Pro-Tech certified technicians to all their customers – raising the standard of customer service and assuring customers that they can Count on Konica Minolta for all their document imaging and solution needs.

About Konica Minolta

Konica Minolta Business Solutions U.S.A., Inc. is reshaping and revolutionizing the Workplace of the Future™ (www.reshapework.com) with its expansive smart office product portfolio from IT Services ([All Covered](#)), ECM, Managed Print Services and industrial and commercial print solutions. Konica Minolta has been recognized as the [#1 Brand for Customer Loyalty](#) in the MFP Office Copier Market by Brand Keys for 12 consecutive years, and is proud to be ranked on the Forbes 2017 America's Best Employers list. The World Technology Awards recently named the company a finalist in the IT Software category. Konica Minolta, Inc. has been named to the Dow Jones Sustainability World Index for six consecutive years. It partners with its clients to give shape to ideas and work to bring value to our society. For more information, please visit: www.CountOnKonicaMinolta.com and follow Konica Minolta on [Facebook](#), [YouTube](#), and [Twitter](#).

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