

ELITE ELITE DEALER 2008 d DEALER

Welcome to the place where we celebrate the Elite Dealer Class of 2008.

We've been recognizing the best and brightest from all around the country for 20+ years. Despite geographical differences, these dealerships share many common traits-success, perseverance, a commitment to their customers and the communities they serve, and most of all, an entrepreneurial spirit.

Elite Dealers stand out because of their innovative programs and unique marketing campaigns as well as the foresight to embrace and invest in new products and technologies that enable them to keep pace with ever-changing customer needs. As one might expect, many of our winners come highly recommended by the manufacturers whose product lines they represent. Admittedly, many of these folks represent their manufacturers' top sellers, but some aren't, and many are so much more than simply a top seller. Many are also good corporate citizens, provide a terrific work environment for their employees, or are doing something a little bit different from their competitor down the street. What follows are brief profiles of our 2008 Elite Dealers, focusing, because of space considerations, on just some of the special qualities that we feel make them Elite.



President Keith Justus with wife Clara at Business Consultants' new building

BUSINESS CONSULTANTS
POWAY, CALIF.
www.bccopy.com

Key vendors: Konica Minolta, Kyocera, Muratec

By the numbers: It grew 28 percent last year.

Why customers like doing business with the dealership: It provides proactive service that's performed after the sale to retain customers.

Three reasons why Business Consultants is Elite:

- It's been a top-performing dealer for Muratec for seven consecutive years.
- It's been growing at 28 percent a year for the past seven years thanks in part to its "post sales" procedures and proactive service.
- It's the fastest-growing office equipment company in San Diego.

BUSINESS MACHINE AGENTS INC.
BURR RIDGE, ILL.
www.businessmachineagents.com

Key vendors: Kyocera, Muratec

By the numbers: It grew 20 percent last year.

Why customers like doing business with the dealership: It provides unparalleled attention and support to customers before, during, and after the sale.

Three reasons why Business Machine Agents is Elite:

- It's a Kyocera Premier dealer and a Kyocera Total Solutions Provider.
- Its use of Docu-Study helps clients uncover the true cost of producing their documents.
- The average tenure of its employees is more than 15 years.



Central Business Systems staff (back row from left): Scott Emmons, Frank Shaaf, and Ron Watts; (front row from left) Julie Carter, Fran Marion, Angel Marvin, Joyce Flynn, and Penny Filmalter (Missing from photo: Glenn Berger, Barry Comstock, Mike Kleier, Robert Laudeman, Carl Nettleton, Jodie Rife Jr., Matt Trumble, Sherry Webb, Jim Wiggins, and Pam Woods)

CENTRAL BUSINESS SYSTEMS
LEXINGTON, KY.
www.cbssmailolutions.com

Key vendors: Hasler, Neopost, Secap, Satori

By the numbers: It's been in business for 60 years.

Why customers like doing business with the dealership: The employees truly care about their customers and offer honest solutions.

Three reasons why Central Business Systems is Elite:

- Its competitive buyout program allows it to easily transition customers from a competitor.
- It's committed to service excellence at every level of the company.
- It's committed to the community and makes donations to nonprofit organizations.



From Centric Business Systems, Lorelea Sanderson, vice president of finance; Rick Bastinelli, president; Jerry Barancelli, director of service

CENTRIC BUSINESS SYSTEMS
OWING MILLS, MD.
www.centricbiz.com

Key vendors: Sharp, Ricoh, HP, Standard, Kyocera

By the numbers: It's enjoyed 16 consecutive years of double-digit growth.

Why customers like doing business with the dealership: It offers innovative products and services. Also, its "CustomerFIRST" philosophy is practiced by every employee.

Three reasons why Centric Business Systems is Elite:

- It's able to provide equipment, service, and supplies for every document generated in a customer's business.
- Its Centric Help Desk allows the company to remotely access a customer's network for real-time support sessions over the Web. It also enables the company to view and remotely control a customer's applications in order to analyze and resolve issues.
- It offers flexible lease options, copier and printer cost-per-image programs, rental programs, national account programs, and the ImagePLUS all-inclusive equipment, service, and supply program.



Century Business Products' partners/owners (from left) Kevin Jergenson, Brett Glidemaster, and Aaron Gerdes

CENTURY BUSINESS PRODUCTS INC.
SIoux FALLS, S.D.
www.cbp-sd.com

Key vendors: Kyocera, Samsung, HP

By the numbers: It grew 17 percent over the last year.

Why customers like doing business with the dealership: It works closely with customers to identify their true needs and areas of inefficiencies and then provides effective solutions.

Three reasons why Century Business Products is Elite:

- It provides a full range of hardware and software services with seamless integration.
- Its employees a broad range of certified technicians and software engineers.
- It's been a Kyocera Premier Dealer for eight consecutive years.



KONICA MINOLTA

Congratulations to the Elite Dealer Award Winners -
Named the Top Dealers by *OfficeDealer* Magazine.



- _Advance Business Systems & Supply Company
Cockeysville, MD
- _All Copy Products, LLC
Denver, CO
- _Arkansas Copier Center, Inc.
Little Rock, AR
- _Bay Copy, Inc.
Rockland, MA
- _Blue Technologies, Inc.
Cleveland, OH
- _Business Consultants
Poway, CA
- _Colson Business Systems, Inc.
Valdosta, GA
- _Copy Products
Upper Darby, PA
- _D.E.C. Copiers, Inc.
West Haverstraw, NY
- _Digital Products, Inc.
Totowa, NJ

- _Digitec Office Solutions
Sugar Land, TX
- _Document & Network Technologies, Inc. (DNT)
Fenton, MO
- _Docutek Imaging Solutions
Deerfield Beach, FL
- _Duplitron Inc.
Brockton, MA
- _Edwards Business Systems, Inc./ Virginia Business Systems
West Reading, PA
- _Enoch Office Equipment
Timonium, MD
- _Heritage Business Systems, Inc.
Moorestown, NJ
- _Image Matters, Inc.
Knoxville, TN
- _ImageTec, LP
McHenry, IL
- _Meridian Imaging Solutions
Alexandria, VA

- _Meritech, Inc.
Cleveland, OH
- _Metro Sales, Inc.
Richfield, MN
- _Modern Office Methods, Inc.
Cincinnati, OH
- _Northern Business Machines, Inc.
Burlington, MA
- _NovaCopy
Nashville, TN
- _Pacific Office Automation, Inc.
Beaverton, OR
- _ProSource
Cincinnati, OH
- _The Phillips Group
Middletown, PA
- _Ultrex Business Products
San Luis Obispo, CA
- _Van Ausdall & Farrar
Indianapolis, IN
- _Word Processing Services, Inc.
Hagerstown, MD



*Thank you, from all of us at
Konica Minolta. The bizhub success
story couldn't have happened
without your outstanding effort,
your impressive dedication to
customers, and your inspired
sales strategies.*

