



The Pros Elite Group  
is proud to announce  
B.C.S.

Selection to  
the PROs Elite 100

The Ultimate Differentiator



# What is PROs 100 Certification

- A process that raises B.C.S.'s Service organizations proficiency to an Elite status.
- An organization whose dealers are audited consistently for execution against benchmarks established by the 100 best dealer service organizations in the United States.
- An elite organization that shares best practices in Executive roundtable environments to maintain Elite status.



# What are the Credentials of the Certifying Organization

- Pros Elite Group is the internationally recognized leader in Office Products Service operations execution improvement.
- The Pros Elite Group organization is made up of former Service executives of Xerox, Ikon and Global Imaging Systems who were the co-creators of the Service Performance benchmark model. This model is still recognized as the standard for Service Excellence for copier / printer organizations.



# What are the Components of PROs 100 Certification

- Training  
Leadership Skills, Advanced Service Management, Customer Excellence, Integrating Service and Sales Culture, Strategic planning and execution of Managed Print Services.
- Ongoing benchmark comparisons of critical level of service statistics.
- Insurance of results consistent with Certification through on site and remote assessment monitoring and coaching.



# What was the Initial Criteria for Selection to PROs Elite 100

- Local Ownership, Local warehousing and Inventory supply, Local Customer Support.
- Ability to hit PROs Elite 100 level of service benchmarks.
- Dealer commitment to allow Pros Elite Group to monitor service performance.
- History of performance in their market.
- Desire to be the growth engine in your market.



# What is the Profile of the Dealers that have been Selected to date?

- As big as \$100 million, as small as \$4 million.
- Large markets like Dallas, San Diego, Chicago, Denver Houston and New York.
- Small markets like Fort Wayne, Lakeland, and Amarillo.
- All have significant growth plans for 2010.
- All are locally owned Independent dealers who have the most responsive customer capabilities in their markets.



# What are the Areas of Focus to achieve Pros Elite 100 Certification

- PROs Statistical excellence.
- Above Industry Benchmark achievement.
- Aftermarket Asset Management Proficiency.
- Demonstrated MPS proficiency.
- Unique demonstration of Customer Excellence.
- Exceptional Aftermarket productivity.



# How Does a Dealership become PROs 100 Certified?

- Assessment of the current status of your service organization.
- Development of Action plan(s) for certification.
- Completion of Training
  - Advanced Service Management Training
  - MPS Service Training
  - Leadership Skills and Strategic Planning Skills
  - Customer Excellence Training
- Ongoing demonstration of the achievement of PROs 100 certification criteria.



# How Long will it take B.C.S. to get PROs 100 certification

- The assessment to completion of training and benchmark execution takes 12 months.
- Remote monitoring begins in November of 2011
- Advanced Leadership and Strategic planning skills training will take place for the entire leadership team.



# What does Pros Elite 100 do for B.C.S.'s Customers?

- B.C.S.'s claims of Service excellence can be validated through achievement and certification of specific criteria as defined by the Industry's third party experts in Service Operations Improvement.
- Insures quality performance throughout the term of the contract through extensive ongoing audits of B.C.S.'s performance .
- Simplifies and narrows selection criteria and spotlights the dealership that benchmarks best against the industry's Elite.
- Provides a third party to assist them in any dispute related to B.C.S. and its valued customers.



# What does Pros Elite 100 do for B.C.S.'s Customers?

- The knowledge that B.C.S. must earn certification through demonstrated service excellence, year after year, to retain this Elite Service status.
- B.C.S. Service staffing is audited by The Pros Elite Group to insure that it is properly staffed and trained to industry productivity standards to deliver the level of Service they commit to their customers.
- Performance of the equipment they lease or purchase at or above reliability standards for the equipment they select.
- Uptime in excess of 95% that results from the dedication to technician training and Servicing techniques audited by Pros Elite Group.
- Investment in Spare parts availability management technique that insures the B.C.S. has the right parts on hand for 92% all calls.



# How Many Dealers will be PROs 100 Certified

No more than 100 dealers in the United States will be certified.

International dealers are being added outside of the 100 US dealers



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