

Why is it important to choose an authorized dealer?

Information is the foundation of your business. Ricoh and our network of Ricoh Family Group Authorized Dealers take this seriously and are committed to your overall success. We, as a team, are dedicated to improving your overall digital workplace with an experienced team of sales and service professionals. Ricoh is proud to include Duplicating Consultants, Inc. as part of our authorized dealer network.

Ricoh/Savin/Lanier **Authorized Dealers** are uniquely positioned to support your business workflow and the technology that supports your office. Together we bring a combined focus to support you and your office investment in several ways:

1. **Award Winning Technology** – Products that lead the industry in quality and reliability, which help to minimize downtime and disruption, are important to your business and us. Recommending the right customized solution for you, based on our extensive product/sales training is what you can expect from a **Ricoh/Lanier/Savin Authorized Dealer**.
2. **Excellent Service** – Ricoh delivers fast, efficient problem diagnosis and resolution. Only authorized dealers have factory-trained service technicians that are certified by Ricoh to very strict standards. They keep your solutions up to date through hands-on training, technical bulletins and access to firmware upgrades.
3. **Up Time** – Issues are escalated to Ricoh when necessary to expedite resolution. Manufacturer Certified technicians dedicated to the Ricoh Family Group of **Authorized Dealers** are a phone call away, offering flexible support options so you can receive service your way: via telephone, online and/or onsite.
4. **Consistency** – Delivering technical support services that adhere to Ricoh's guidelines is one of the most important aspects of our service delivery. Inconsistent, improper or untimely maintenance and repairs can increase your total cost of ownership — why trust someone else with your business?
5. **Reliability** – Purchase and installation of genuine **Ricoh/Savin/Lanier** parts and supplies, which contribute to the lifespan and performance of your output devices, are provided by Ricoh Family Group **Authorized Dealers**. The longer your devices perform, the greater your return on investment.
6. **Security** – Only Ricoh Family Group **Authorized Dealers** have access to our firmware updates and patches; giving you the peace of mind that your investment is protected.

Duplicating Consultants, Inc. is in a position to deliver all benefits listed **above** to you, the customer. Thank you for your trust in **Ricoh/Savin/Lanier** products and in our **Authorized Dealers**.