



## The Best Choice

### Why United Imaging?

Why are we the safest decision for selecting us as your “vendor of choice”? We believe for these following reasons.

- **Being one of the largest office equipment dealerships** in Southern California, United Imaging has the needed resources to provide all its clients with quality products and service. It is our commitment (in writing) to premium, responsive service that sets us apart from all others.
- **Established in 1975, we are a privately held company** with all decisions being made locally. Our service response time or the number of technicians is never influenced by having to achieve a pre-set profit target. Our only measure of success is our client’s satisfaction.
- **Since we are very confident in our ability to consistently deliver quality service**, we provide our clients with our exclusive “Service Level Agreement”. The “SLA” defines our acceptable performance and the remedies in the rare event we fail to meet the stated criteria.
- **United Imaging is proud of our personalized service.** We call it personalized because of our ample and efficient service dispatch team. No longer will you be wasting time running through a maze to get the assistance and attention you deserve. At United Imaging your call is answered by a person who is dedicated to your satisfaction.
- **Without a doubt, we are responsive**, however, it is our pro-active approach that will minimize the number of service calls. Our service technicians are trained and directed to always do a complete call that looks beyond the immediate condition. As your Major Account Representative, I will personally conduct a quarterly review of your equipment, print and copy volumes and service history. This extends the useful life of all equipment and assures that the equipment is deployed optimally.



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