

Partner with a Leader. **Partner with Toshiba.**

- > Award-Winning Products
- > Value-Added Solutions
- > World-Class Training
- > Unparalleled Technical Support
- > 24/7/365 Account Access
- > Highly Competitive Pricing
- > Superior Marketing Support



TOSHIBA
Leading Innovation >>>

Toshiba does more for your customers. **And more for your business.**



Get More as a Toshiba Dealer

Award-winning products. Award-winning support. Backed by an award-winning global reputation. As a Toshiba Dealer, that's what you'll get.

So if you're considering offering customers more by expanding your product line to include some of the most innovative and reliable technology in the industry, consider Toshiba. As the fastest growing copier manufacturer in United States*, we provide more of what you and your customers want and need. And that translates to more profit on the bottom line.

*Gartner Feb. 2007
Printer, Copier, and MFP Annual Market Share, United States: Database

Reputation Backed by Quality

As a global technology leader, Toshiba's products are recognized the world over for quality, innovation and reliability.

- > **Innovative Products** – award-winning product line for all size work groups.
- > **ISO 9001 Certified** – quality is a top priority and we strive to receive the highest level of certification possible.
- > **Industry Recognition** – our innovative lineup of products has resulted in over 100 awards from Buyers Laboratory Inc., Office Products Analyst, and Better Buys For Business, confirming our commitment to quality.
- > **SIX SIGMA** – we incorporate Six Sigma methodology to ensure the highest product quality, increased customer satisfaction and faster reaction to changing markets.



The Toshiba Quality Commitment

With Toshiba, customers don't have to gamble to get product performance and quality service. The Toshiba Quality Commitment is our guarantee that your customers are getting the utmost in advanced technology, dependability, service, and support. Toshiba stands squarely behind our promise with the assurance of complete satisfaction.

Toshiba Connects

Get the competitive edge by offering your customers more Toshiba brand products! This unique program offers you the opportunity to purchase (wholesale pricing) and resell Toshiba's full line of desktop computers, portables, servers, digital cameras, MP3 players, and DLP projectors. No other manufacturer in the office equipment industry can offer their dealer network this type of Total Digital Office Solution!



FYI Intranet

Our award-winning dealer portal provides access to sales and service training, product specs, tech support, competitive information, and service updates 24/7/365. Whether downloading drivers or operation manuals, reviewing technical bulletins or getting sales materials, FYI provides fast and professional support.

Co-op Advertising and Sales Support

In addition to an award-winning national ad campaign in key publications such as Business Week, Fortune, Fast Company, Wired, and many others, Toshiba offers extensive marketing tools and promotional programs. Our co-op program assists dealers in increasing sales and Toshiba branding in local markets. Dealers have continuous access to their co-op account and other marketing programs through FYI, and can spend co-op funds through various marketing programs.

Better productivity for your customers. **Bigger profits for you.**

Innovation to Ensure Success

With over \$3.3 billion spent annually on research and development, we do more than provide the most reliable, cutting-edge products and programs in the world, we offer business solutions and programs to improve your customers' productivity and increase profits.



> **Encompass Analysis Program**

Dealers can illustrate how customers can reduce their costs by up to 40% with our proprietary Encompass Document Analysis Program, which garnered us the prestigious CIO Enterprise Value Award in 2006. This Six Sigma-based process reveals "hidden" cost drivers associated with copiers, printers, and fax devices. The net results save money for your clients and improve their office efficiency and productivity.



> **National Accounts Program and Global Services Portal (GSP)**

For your larger clients, Toshiba has created the National Accounts Management program. It offers complete service and support for all products after purchase, maximizing your client's control of fleet operations. With access to Toshiba's extensive support infrastructure of service management, technical support, and supplies, you can offer major accounts a total solution. Our exclusive, customizable Global Services Portal web site provides you with a unique selling tool to help your customers manage their equipment fleet and receive support services 24/7.



> **Managed Print Services**

Dealers can directly address customer service needs and provide options to help them reduce overall printing costs via these two unique, highly effective programs. With a single point of accountability for service, supplies and billing, Toshiba customers gain control over printer operations. In turn, these benefits free their IT staff to focus on other issues.



Education and Development Group (Sales Training)

Learn the way you want, when and where you want through a blended learning approach that consists of classroom, electronic, and mobile learning. With four locations across the nation, our Best of Class training provides dealers with experience and knowledge necessary to provide top-of-the-line customer service. Our acclaimed sales training philosophy focuses on product features and benefits, competition, software, trends, and selling techniques.



Toshiba InTouch Center

Much more than an 800 number, this dedicated, live-assistance technical service support line is unique to the copier industry. The center houses a full fleet of equipment so specialists can literally walk to a model of the system in question to troubleshoot a problem. Additionally, every network environment supported by TABS' imaging equipment can be replicated on the support specialist's desktop computer.

Industry-Leading Dealer Support.

Dealers and analysts agree — Toshiba provides some of the best support in the industry.



- > **Manufacturer of the Year** — Once again, Toshiba has been voted Manufacturer of the Year in Marketing Research Consultants, Inc.'s 2007 Dealer Survey. Dealers cited excellent products backed by superior support as key factors. Toshiba has been honored with this distinction seven of the past ten years.



- > **Channel's Choice Awards** — Nine time winner of the Superior Performance Award. Repeat winner for Corporate Support and Marketing Distribution.



- > **Highest Overall Manufacturer Support Rating** — Industry Analysts, Inc. surveyed dealers of multifunction products and had them rate popular manufacturers according to their service support. In addition to receiving the HIGHEST rating awarded for overall support, Toshiba led the way in such categories as Technical Training, Internet Support, Network Training, Technical Phone Support, and Engineering Support.



Toshiba Dealer Benefits

- > The most extensive dealer support in the industry.
- > Immediate online access 24/7/365 for accounts, product information, co-op advertising, assets, and training.
- > Award-winning line of copiers, facsimile, printers, scanners, and document management solutions.
- > Innovative products, including true multifunction devices for small, medium, and large size workgroups.
- > Marketing, sales, and training programs specifically designed to enhance customer relationships and increase your bottom line.
- > A globally recognized brand leader with a technological heritage that spans more than a century.
- > Consistently recognized for innovation, quality, and technological excellence.
- > More than 150 industry awards and product recommendations.





Become an Authorized Toshiba Dealer

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or call 949/462-6165.

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Midwest: 8770 W. Bryn Mawr Ave., Suite 700, Chicago IL 60631 / Tel: 773/380-6000 Fax: 773/380-8077

South: 4855 Peachtree Industrial Blvd., Suite 210, Norcross, GA 30092 / Tel: 770/209-8540 Fax: 770/209-8556

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