

(858) 565-2737 www.dbsconnected.com



Our company is proud to announce that it is the recipient of the distinguished Office Technology Service Excellence Platinum Award.

This prestigious honor is only bestowed upon dealerships that have proven to meet or exceed national performance standards in areas relating directly to customer satisfaction as defined by the nations only source of service and equipment performance benchmarking, BEI Services.

The criteria needed to achieve this honor are based on actual technician and equipment performance data collected from our dealership, then compared to other dealerships nationally. This means that you, our valued customer, can have confidence that:

- Equipment that is provided by or purchased from us will run longer and more reliably.
- We invest in the ongoing development and training of Service Management staff as well as Technicians.
- ✓ We stock our warehouses and technicians with the parts needed to fix your machines on the first visit.
- We employ a third party performance analysis company (BEI Services) to consistently monitor our service performance to ensure service excellence benchmarks are regularly being met and exceeded.





steadfast service and investing in the resources needed to ensure 100% customer satisfaction with our products is at the forefront of our business practices.