



RK Dixon is honored to be chosen as the vendor for maintenance and repair of the University of Illinois' Canon Equipment. We greatly appreciate the opportunity and are looking forward to servicing the University.

For the past seven years, RK Dixon has serviced over 500 copiers at the University of Illinois. We are very dedicated to providing all of our customers with quality service and support and outstanding customer service.

The University of Illinois will be serviced by five local, dedicated technicians who are factory trained and certified for all of the equipment they service. All of our service technicians are equipped with PDAs and a laptop so they can quickly receive calls, troubleshoot issues on-site and promptly determine a solution. Service calls are either placed over the web or by calling our dispatch center at 877-RKDIXON. When you call the dispatch center you talk to a customer service representative who will gather the appropriate information. After the dispatcher enters your service call, the system automatically sends this information electronically to the servicing technician's PDA.

The contact person for the University of Illinois will be Tim Taylor, a local resident who is the dedicated account representative for the University of Illinois. Tim can be reached at 217/493-8711 or ttaylor@rkdixon.com. For the past 20 years, Tim has been calling on and servicing the University of Illinois. Tim will be visiting each department in the next couple of weeks to:

- Label each machine with the serial number and call-in information
- Explain how to order supplies and place service calls
- Review the department's supply inventory and order more supplies if needed
- Troubleshoot and handle customer concerns

The primary focus of both Tim and our service department is uptime and fixing the equipment on the first visit. Plus, we understand how important it is for us to respond quickly to service requests. In order to provide you with the fastest possible response to your service requests, we have initiated a "2 hour call ahead" program and offer an average 2 hour response time. This helps minimize downtime and emergency calls. In keeping with this philosophy, our service program focuses on proactive and preventative service. The service technicians are provided bonus incentives to maximize equipment up time ensuring that your equipment is up and running during those critical times when you need your copier the most. Plus, each technician carries a large inventory of common parts so they can fix the problem on the first call. RK Dixon also stocks an inventory of parts in our six branch offices and warehouse in Davenport, Iowa so they can be sent over-night to the technician.

Thank you for choosing RK Dixon. We know that customer's have a choice with whom they want to do business. Our goal is to see business through customers' eyes and help your organization "run better".

Sincerely,

Tim Taylor
Account Representative
RK Dixon