

TOSHIBA
ProMasters
★★ ELITE ★★
2021

This certificate of service excellence acknowledges that Digital Office Products has been recognized as a Toshiba ProMasters Elite Certified dealer for 2021.

The Toshiba ProMasters certification is a recognition program for authorized Toshiba dealers whose service execution, training, and customer service meets or exceeds Toshiba's established levels of service performance.

Through Toshiba's rigorous evaluation procedures, Digital Office Products has effectively demonstrated abilities in the following areas:

- Service leadership
- Service technician excellence through continuous training from Toshiba
- First service call effectiveness
- Best-in-class service processes
- Use of genuine Toshiba parts and supplies
- Service call response time metrics
- Best-in-class device uptime metrics
- Help desk productivity and efficiency metrics
- Customer satisfaction metrics

Only 51 dealerships received this prestigious award in 2021, and on behalf of Toshiba America Business Solutions we congratulate Digital Office Products for this elite certification.

Kenneth Hiteman

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