DTS

Definitive Technology Solutions, Inc. (DTS)

Bloomington, MN
www.go-dts.com

2016 ELITE DEALERS

ELITE DEALER 2016
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Year Founded: 2004

President/Owner: Gordon Running and Mark Stokes

Number of Employees: 35

Primary Vendors: Sharp, Oki Data

Primary Solutions Offerings: DocuWare, PaperCut, Print Audit

Primary Leasing Partners: US Bank, GreatAmerica

Approximate Yearly Revenue: $5 to $10 million

Fastest Growing Business Segments: Managed IT services

DTS Management Team (left to right): Gordon Running, Tom McHenry, David Lloyd, Tammy Brandt, Brant Marple and Mark Stokes.

Biggest Accomplishment of the Past Year: The company rebranded in January 2016 to become Definitive Technology Solutions (formerly Document Technology Solutions) to reflect the evolving industry and its commitment to network technologies and services. This year, DTS exceeded $1 million in total sales for a single month for the first time in company history.

Why We Consider DTS Elite:

- Willingness to be flexible and responsive. DTS takes pride in its responsive service and solutions tailored to clients' unique needs. DTS offers a suite of services to help manage IT systems, improve document workflow, control printing costs, and secure confidential information. The company has a live, local help desk, local parts and supply inventory, preventative maintenance schedule and repair/replace warranty. Its response times and first-call resolution average exceed industry benchmarks.

- Partner recognition. DTS has been named a Sharp Platinum Level Service Provider and has earned the Sharp Hyakuman Kai award for the past 10 years.

- Employee support. DTS values its employees and treats them with respect, providing a dynamic environment with opportunities for personal growth and development.

- Charitable giving. The company forms a quarterly charity group to sponsor events with non-profit organizations throughout the community. It also makes financial contributions to local charities and participates in golf events and other fundraisers for local non-profits.

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