

## HIGHEST LEVEL OF SERVICE PERFORMANCE



### THE SHARP PLATINUM LEVEL SERVICE PROVIDER COMMITMENT

The Platinum Level Service Provider Award recognizes Sharp dealers that demonstrate exceptional customer support and satisfaction. The award is a symbol of meeting Sharp's highest standards within our authorized service network. As a customer of a Sharp Platinum Level Service Provider you receive professional, reliable service and the highest performance for your Sharp multifunction copiers.



The Platinum Level Service Provider standard is reserved for our best dealers who meet our highest standards of operational efficiency. The award is a reflection of a dealer's execution of best practices within our industry in the areas of service customer satisfaction, training, management, and technical expertise. Rigorous onsite evaluations, along with ongoing compliance audits assure compliance standards are met and exceeded on a continual basis.





Our Sharp Platinum Level Service Provider standard is the reason our award is an influential symbol of service excellence. Being a Sharp Platinum Level Service Provider is an honor reserved for only the best service providers in our industry.

### SHARP PLATINUM LEVEL SERVICE PROVIDERS DELIVER EXCEPTIONAL RESULTS BY PROVIDING THESE KEY ADVANTAGES:

- Customer-oriented service department philosophies
- Service response times that exceed performance benchmarks
- Use of genuine Sharp parts and supplies to ensure maximum product reliability
- Documented issue escalation process to resolve issues efficiently and effectively
- Comprehensive training programs to certify 100% of technical staff
- Customer focused service practices to deliver outstanding customer satisfaction



Our Sharp Platinum Level Service Providers are committed to the highest levels of customer satisfaction. Sharp is committed to assuring the highest levels of service excellence through our nationwide network of dealers. Sharp offers an award winning line-up of products that complement our outstanding service partners.

Finally, the Sharp Platinum Level Service Provider Award gives our customers peace of mind. You can count on the winning combination of products and services to deliver years of worry free productivity knowing you have selected the best people and products as a business service provider. Sharp Platinum Level Service Providers have the skills, the desire, and the ability to keep your equipment operating at the highest levels of productivity. We believe this is an advantage worth considering when selecting your service provider.



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