



CENTRIWORKS

THERMOCOPY

The Centriworks-Thermocopy Advantage

We are East Tennessee's largest and most experienced business technology company offering IT consulting, innovative software solutions, managed IT services, cybersecurity and hardware. Our professional services include document and print management software, advanced capture, document scanning and conversion, data protection, network/web/email cybersecurity and more.

Our core office equipment products include laser and multifunction printers and copiers, large format printers, scanners and production systems. We help businesses better manage their documents and information workflow. Now in our 6th decade, the company has more than 65 employees serving our customers from locations in Knoxville and Johnson City.

Listed below are some of the advantages of conducting business with us and that set us apart from our competitors.



OUR EMPLOYEE TENURE

● 9+ Years for Sales Staff

Our clients see their Centriworks-Thermocopy Area Business Manager through several contract periods. The result is experience with your account that is not possible with the "one contract" representative that is common in our industry. Our Area Business Managers have a vested interest in maximizing client satisfaction.

● 15+ Years for Administrative Staff

When our clients have a question about a bill, service, lease, or any other transaction, they communicate directly with someone on our staff who is responsible for handling their account. They know our company's processes and can answer the question and provide a solution to the problem. Another benefit of this tenure is our billing accuracy which averages over 99.5%.

● 9+ Years for Service Staff

Centriworks-Thermocopy was the #1 U.S. dealer in the 2017 Ricoh Prestige Certification Program. Nationally, over 1,674 technicians participated in the 2017 Ricoh Prestige Certification Program. In addition to our 11 Prestige Certified techs, we are very proud that two Centriworks-Thermocopy technicians earned Prestige Elite status. Nationally, only 12 technicians achieved Prestige Elite Certification. As a team, we had the highest average test score placing Centriworks-Thermocopy at #1 nationally among dealers participating in the program.

● **What this means for our clients is a consistency in all delivered services that is unrivaled in our industry.**



OUR NET PROMOTER SCORE

● Net Promoter, developed by Satmetrix, Bain & Company and Fred Reichheld, is the worldwide standard for organizations to measure, understand, and improve their client experience. The Net Promoter Score, or NPS®, is a straightforward metric that helps companies and every employee understand and be accountable for how they engage with clients. Satmetrix verifies the Net Promoter Score. Our average Net Promoter Score is consistently over 96 as compared to the U.S. average for our industry of 88.36.

● **What this means is you are working with a company whose clients in almost every case are extremely pleased with the work Centriworks-Thermocopy does for them. Why would your experience be any different?**



OUR CARE FOR YOUR PRIVACY AND CONFIDENTIAL INFORMATION

● We work every day with organizations that are subject to information privacy regulations such as PCI, HIPPA, and Sarbanes-Oxley, and work with them to reduce their exposure regarding said confidential information.

● **What this means for our clients is that we have knowledge of many plans to help safeguard the information flowing through the office equipment and IT solutions provided and can help advise them on the required safeguards.**



OUR RESPONSE TIME

● Our clients receive a call from their service technician within 1 hour of submitting a service call and have a technician onsite fixing their equipment in under 3.5 hours.

● **What this means for our clients is better up-time percentages than our competitors, translating into lower total-cost-of-ownership.**



OUR SUPPORTWORKS AGREEMENT AND INTEGRATED CALL CENTER

● Included in our contracts is an additional level of service for connected equipment called Supportworks. Equipment service contracts cover the repair of connected equipment to where the network cord plugs into the wall. Our Supportworks agreement provides print driver and scanner driver support, software and hardware implementation, and telephone/remote assistance and on-site technical support.

● When a client submits a service call for connected equipment, they are asked a series of questions to ascertain whether it is an equipment malfunction or a problem with print drivers or software. If the malfunction seems to be software related the client is transferred to our Supportworks Call Center to discuss the problem with a trained IS technician. Through remote assistance or direct conversation, the malfunction, at times, can be resolved immediately rather than the 3.5 hours for an onsite call.



- **What this means for our clients is their connected equipment problem can be corrected faster.**



OUR CENTRIWORKS-THERMOCOPIY UNIVERSITY

- Centriworks-Thermocopy University is a formal program that utilizes instructor-led workshops and seminars open to current Centriworks-Thermocopy clients at no charge.
- This program provides advanced training not included during the initial key operator session. We like to term it as “key operator training on steroids.” It is conducted at our onsite training facility or your office over a two hour period (lunch provided) and utilizes your mix of equipment. You have the option to attend as many times as you like and to send as many employees as you like.

- **What this means for our clients is extra, better, and ongoing training on the equipment they use in their business on a daily basis.**



OUR CENTRIWORKS “PRODUCTIVITY POSSIBILITIES” SEMINARS

- Our “Productivity Possibilities” seminars are instructor-led and are open to the general business community. The seminars focus on new technology available to the business community and serve to educate those who want to learn about technological advances that help increase productivity in their organization. The technol-

ogy discussed is non-specific to our company’s products.

- **These seminars give our clients and prospects the ability to make more informed decisions concerning adopting technology such as remote network management, document management, data backup, disaster recovery, and other IT related services.**



OUR COMPANY CERTIFICATIONS

- Our team has more professional certifications than any of our competitors in East Tennessee. What follows are our current certifications:

- (1) Microsoft Certified Systems Engineer*
- (2) Microsoft Certified Systems Administrator*
- (2) Microsoft Certified IT Professional*
- (1) GIAC Securities Essentials Certification*
- (7) Microsoft Certified Professional*
- (7) Microsoft Certified Technology Specialist*
- (3) CompTIA Security+*
- (3) CompTIA Green IT*
- (1) Cisco Certified Entry Networking Technician (CCENT)*
- (1) CompTIA Printing and Document Imaging (PDI+)*
- (14) Net+ Network Certification*
- (19) A+ Computer Support Professional Certification*
- (7) CDIA+ Certification*
- (1) Certified Public Accountant*
- (1) Certified Management Accountant*
- (1) Chartered Global Accountant*
- (11) HIPAA for Business Associates*
- (20) HIPAA for HCIRs (Health Care Industry Representative)*
- (32) HIPAA for Medical Office Staff*

- **What this means for our clients is they are partnering with a company that realizes the importance of education for their team members resulting in faster fix times and more diverse/creative solutions for their clients.**



OUR ONSITE SERVICE TRAINING CENTER AND TRAINER

● Centriworks-Thermocopy is one of the few companies (in our industry) in the nation that employs an onsite manufacturer-certified trainer and has a state-of-the-art training center for their service technicians.

● **What this means for our clients is their assigned service technicians have received up-to-date training on all of the equipment they work on resulting in equipment repaired faster, a higher percentage of first visit repairs, and lower call-back percentages.**



OUR VENDOR RECOGNITION

● Ricoh’s Prestige Program (Service Engineer Assessment) consists of two tracks—hardware and technology-related. Of the total 1,674 Ricoh Family dealer technicians participating, 115 technicians earned Prestige Certification in either the hardware or technology categories. At Thermocopy, we had 11 of our great technicians in this upper echelon of service knowledge and skill.

Nationally, 899 technicians participated in both the hardware and IT tracks of the assessments—known as Prestige Elite certification. Of those participants, only 12 achieved Prestige Elite Certification. In addition to our 11 Prestige Certified techs, we are very proud of two of our Thermocopy technicians who earned Prestige Elite status.

Of 373 total Ricoh Family Group Dealers in the U.S., Thermocopy is one of only 69 that are 2018 Circle of Excellence winners.

● **What this means for our clients is they are receiving support from one of the best dealers in the nation as recognized by their manufacturer, resulting in better, faster fixes in their connected equipment environment.**



OUR INDUSTRY RECOGNITION

● Centriworks-Thermocopy was recognized as the “Best of the Best” by *imageSource magazine*. We won their “Dealer of the Year” Perfect Image Award. The Perfect Image Awards are the annual awards given to dealers chosen best in their field in document solutions. These awards honor companies and people that are committed to providing a quality benchmark for ongoing success and reflect excellence within well-defined categories. *imageSource magazine’s* independent Advisory Council and a panel of industry experts and peers adjudicated this award.

● *ENXMagazine* recognized Centriworks-Thermocopy as a 2016 Elite Dealer. Elite Dealer awards have been presented since 1988 and honor the best and brightest of the office imaging dealer community. Elite Dealers are selected based upon their growth initiatives, innovative marketing programs, outstanding client service, community involvement, vibrant and nurturing workplace culture, and adaptability to ever-changing markets.

● **What this means for our clients is they are partnering with a company that is one of the premier companies in the nation.**





OUR COMMUNITY RECOGNITION

● Centriworks-Thermocopy was awarded the prestigious Keep Tennessee Beautiful Excellence in Business Award for Excellence in Public Education. The Awards of Excellence in Business are awarded by Keep Tennessee Beautiful in recognition the environmental achievements and legacies of people and organizations who work to improve their community’s appearance through public education programs. Keep Knoxville Beautiful recognized Centriworks-Thermocopy with the Environmental Achievement Award for Outstanding Achievement by a Large Business based on both internal efforts and community involvement.

● Centriworks-Thermocopy was one of ten local businesses certified by the Knoxville Chamber’s Green Recognition Program in its inaugural year, and we’ve been named a Platinum Level Recycle Champion by Knox County.

● **What this means for our clients is they are partnering with a company that is one of the premier quality companies in East Tennessee.**



OUR COMMUNITY ACTIVITIES — GIVING BACK

● Centriworks-Thermocopy has a rich history of community involvement, having supported over 100 civic organizations during our over five decades in business. These include the United Way, YWCA, Fort Loudon Lake Association, CASA of Northeast Tennessee, Friends of ETHRA, Knox-

ville Recycling Coalition, Knox Area Rescue Ministries, University of Tennessee Lady Vols, Friends of The Smokies, The Historic Tennessee Theatre, the Boys & Girls Clubs of the Tennessee Valley, the Dollywood Foundation, and many, many more. Centriworks-Thermocopy is also a proud supporter of The Knoxville-Oak Ridge Innovation Valley. Along with other partners in the community, we share a commitment to the economic growth of our region and to promoting the many unique advantages East Tennessee has to offer.

● **What this means for our clients is a percentage of the dollars they spend with Centriworks-Thermocopy make it back into the East Tennessee community in a very direct way, making life better for everyone.**



OUR ENVIRONMENTAL COMMITMENT

● As part of an ongoing effort to strengthen our corporate commitment to be an environmentally responsible business partner, Centriworks-Thermocopy has created a program called Greenworks—an internal environmental initiative. The mission of this program is to identify and implement processes that our company can utilize to reduce, reuse, recycle, and renew resources. On the Greenworks page of our website, visitors can learn more about our Corporate Environmental Sustainability Plan and our commitment to clients and the community. We track and post the results of our internal sustainability efforts and provide information to clients on topics like recycling toner and reducing waste.

● Centriworks-Thermocopy is proud to be the Founder of GoGreenET.com—a website and on-



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line directory created to help area businesses reach their goals to be more environmentally responsible. GoGreenET.com's directory fulfills a need for a business-focused resource to help businesses go green in East Tennessee. It lists area companies and organizations that offer eco-friendly products, services, and information.

- The Green Business Recognition Program, a partnership of Centriworks-Thermocopy, KUB, the Knoxville Chamber and the *Greater Knoxville Business Journal*, seeks to help businesses save money, create goodwill among employees and clients, and promote Knoxville as a green place to do business.

- What this means for our clients is Centriworks-Thermocopy is interested in helping them make the world a better place in which to live and to meet their social responsibilities—all while saving them money.

BENEFIT FROM THESE ADVANTAGES

We want your business or organization to thrive. Our goal is help you work smarter and increase productivity while keeping your operational budget healthy. Our success is depends on your success.

To learn more about you can benefit from these Centriworks-Thermocopy Advantages, contact us today.

Call **(865) 524-1124** or contact us via our website at **CENTRIWORKS-THERMOCOPY.COM** where you can find more information about all these factors that make Centriworks-Thermocopy a great company.

