



The Unique Advantages of Electronic Office Systems

1. Electronic Office Systems has all staff, departments, parts, supplies and inventory in one building in Fairfield, New Jersey. We strive to always be:
 - Fast**
 - Resolve any client problems/equipment issues.
 - Get supplies to our customers as soon as possible when ordered.
 - Focused**
 - To fix things right the first time.
 - Have accuracy in our order deliveries and invoicing
 - Friendly**
 - We work hard to accurately determine what our client's wants and needs are and then provide the right cost efficient solution.
 - We proactively seek to provide our clients updated industry products, services and technologies.
 - Flexible**
 - We customize our individual client's particular systems, services and financing needs.
2. We have three core competencies: A) Our commercial office equipment, such as: copiers, faxes, laser printers, scanners, wide format architectural and engineering multi function equipment. B) Our Document Management Content Systems and network infrastructure group. C) Service, supplies and support for all of the products we offer.
3. Electronic Office Systems is privately owned, incorporated in 1983.
4. Multiple year's Recipient of the prestigious J.D. Power and Associate's Award for Superior Customer Service.
5. Electronic Office Systems has been named Office Dealer Magazine's Elite Dealer of the Year from 2001 to Present and is a member of Office Dealer Magazine "Circle of Excellence". The only NJ Metropolitan Dealer to have done so.
6. Network document scan/print audits and analysis reports are available from our sales professionals. We can provide one price-parts/labor and supplies for laser printer fleets.
7. A live phone Customer Service Representative answers phone calls Monday thru Friday, 8:00 AM–5:00 PM. There is no automatic attendant in use during these business hours. EOS also has a no voicemail slamming policy.
8. EOS is a single source for competitive offerings and specials on all major brands of equipment supplies.
9. EOS service technicians are trained by the partners and manufacturers we represent, this includes A+ Certification, Networking Essentials Accreditation and have good verbal communications skills.
10. Our Technicians utilize Android or Apple web based phones for immediate communications with our service department our sales associates and our clients.
11. Our Automated Dispatch System provides our service team, through their smart phones, immediate access to: availability of parts inventories, technical support, service histories, and also gives GPS directions to your office.
12. EOS offers the industry's best written performance guarantees. Seven Years!
13. We have dedicated customer supply, service and accounting professionals assigned to your account for immediate and ongoing support.

14. EOS is not restricted to one brand or manufacturer; therefore the solutions provided are always in line with your wants and requirements.
15. All profits/salaries generated by Electronic Office Systems go back into our local economy. The dollars are not being sent out of state or out of the country.
16. Customers have access to all management, including ownership. Andrew Ritschel- President's cell number is (973) 615-8712.
17. Our Integrated Solutions Division has business partners such as Microsoft, Citrix, IBM, H.P, Captaris Right Fax, EMC Documentum, Kofax and Dell. Expertise in Enterprise Content Management systems and network infrastructures.
18. EOS is consistently awarded with our Manufacturer's Service and Sales awards.
19. Involved ownership is in tune with market trends and emerging technologies.
20. All employees are guided by a list of sixty "Company Core Values" and Company/Departments written goals and objectives.
21. Our infrastructure is large enough to service you yet small enough to care and be committed to your needs.
22. Our Sales Force is comprised of tenured CDIA Certified Professionals who use a consultive approach to system recommendations.
23. The customer is always first and foremost in EOS's attitude and work priorities.
24. EOS is Fast, Flexible, Focused and Friendly.