

**SHARP®**

COMMERCIAL &  
GOVERNMENT  
ACCOUNT PROGRAM



SHARP DOCUMENT SOLUTIONS COMPANY OF AMERICA

## Progress in Motion

Sharp has always been an innovator in electronics and office technology. From the Ever-Sharp pencil introduced in 1915 to a leader in the development of Liquid Crystal Displays, Sharp's vision of quality and reliability embodies each and every product brought to market. With a passion for creativity, and the ability to respond to ever-changing demands, Sharp provides the latest in innovation for today's office environment.

Sharp's Commercial and Government Account Program is designed to meet the specialized needs of corporate and government accounts. Sharp's focus is to ensure that all of your office technology requirements are met or exceeded—seamlessly—regardless of the size or location of your branch or headquarters facility. By combining Sharp's corporate resources with our nationwide network of Sharp Authorized Dealers, we can provide customized business solutions along with excellent customer care.

The primary advantage of utilizing Sharp's Commercial and Government Account Program is a single comprehensive source for all of your office technology requirements. From a needs analysis of your business objectives, to product selection and pricing, to nationwide installation and service; one systemized approach can manage the entire process. Plus by working directly with Sharp, the process is concise, responsive and efficient.

## Going Beyond Service

### Sharp's National Maintenance Program

A team of highly-trained professionals completely manages your customer care needs, and offers a variety of personalized programs and tools including centralized billing, centralized dispatch, assorted management reports, and more. With integrated communications and our nationwide network of dealers, Sharp simplifies all field procedures and expedites service response times.

#### Enhanced maintenance support includes:

- Toll Free Numbers for Service
- Trained Service Operators
- Coast to Coast, 9-5 Coverage
- Up-Time Reliability Reporting



## Sharp's Customer Support Program

The Customer Support Group is designed to provide the highest level of customer service that meets the nationwide requirements of corporate and government accounts.

#### Additional support through this program includes:

- Centralized Resources for Prompt Issue Resolution
- Specialized Order Tracking
- Expedited Shipments and Installations
- Product Selection Assistance



## Award-Winning Innovation



### Networked Systems that Exceed Expectations

Sharp's complete line of award-winning office technology is designed to liberate you with networked products that redefine efficiency and productivity. Sharp's complete line of digital copier/printers combines high-performance features with intuitive software designed to streamline workflow and maximize office productivity. Sharp's networked color copier/printers allow your business ideas to come to life with brilliant, affordable color. Sharp's Advanced Document Communication Systems, one of the top-selling facsimile brands in history, deliver high-speed and high-performance through the combination of copy, scan, fax, and print capabilities. With sophisticated features and Sharp's world-famous reliability, Sharp's office solutions deliver more efficiency and versatility to your workplace.

Sharp has a legendary reputation for reliable, high-quality products. Sharp is also continually recognized by the industry's most prestigious testing facilities and publications. These accolades and awards provide the assurance and peace of mind that you desire as part of your selection process.



### The Environment



Sharp's historical commitment to meeting the needs of our customers can only be matched by our pledge to protect our local and global environment by:

- Achieving ISO 14001 Certification.
- Designing energy star compliant products to protect our natural resources.
- Testing our toner and developer products to assure they are non-hazardous under the Federal Resource Conservation and Recovery Act (RCRA).
- Continuing to improve methods to reduce the amount of ozone emissions.
- Making toner bottles for easy recycling.
- Using reduced amounts of styrofoam in packaging.
- Designing systems which feature reduced audible noise levels.





## Advantages At-a-Glance

- Reliable, leading-edge technology with a team of dedicated sales and service professionals.
- Nationwide service and support through Sharp and our authorized dealer network.
- Flexible acquisition programs to meet your financial requirements including purchase, lease, rental, and cost-per-copy.
- Consistent and competitive pricing and nationwide terms and conditions on our comprehensive line of office technology, including copiers, networked printers, MFPs, and facsimiles.
- On-line product catalogs and ordering, where users can place an order, track order status, and check pricing 24/7.
- Federal GSA contracts that offer government customers access to Sharp products at competitive rates.
- Sharp negotiated state contracts that provide state and local government accounts with a cost-effective means of acquisition.
- Vertical market sales teams trained to understand the special needs of your business.
- Extensive and responsive customer support through the Sharp Customer Support and National Maintenance Program Teams.



## The Difference is Sharp

Discover what sets Sharp apart from the competition when it comes to even your most complex office equipment needs.



The best way to stay ahead is to double your productivity. Introducing Scan² technology from Sharp. Sharp's Digital copier/printers with Scan² technology are designed to scan two-sided documents in a single pass, enabling them to be scanned, copied, e-mailed and digitally distributed quicker than ever before. Scan² improves your efficiency and office productivity.



Now's the time to be secure! Sharp's Data Security Kit is Common Criteria validated and provides comprehensive security features to protect digital document data processed by Sharp's multifunction and printer products. The Data Security Kits encrypt and overwrite temporary document data stored on the MFP/Printer's internal hard disk drive after the completion of each job.



My Sharp is your personal on-line companion for product support, available 24/7. My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of your Sharp office products, related software solutions and the replacement of supplies for those products. Customized for you, each My Sharp website reflects the Sharp products in your office and suits your organization's current and future needs.

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