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News Release

FOR IMMEDIATE RELEASE

**SMILE BUSINESS PRODUCTS RECEIVES A PLATINUM-LEVEL SERVICE PROVIDER
RECOGNITION AWARD FROM SHARP® ELECTRONICS**

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SACRAMENTO, CA, JUNE 7th – Smile Business Products announced today that Sharp Imaging and Information Company of America (SIICA) has recognized Smile Business Products as a Platinum Level Service Provider for its high level of achievement in critical areas of service delivery. The Sharp program was designed to distinguish service organizations which not only meet, but exceed performance benchmarks and the implementation of industry best practices in this area.

“The Platinum Level Service Provider award was designed to recognize the organizations which go above and beyond for their customers,” said Scott Chatten, Senior Director, Services and Support, from SIICA. “We know how hard Smile Business Products teams have worked to provide superior service training programs and excellent customer support, and Sharp is pleased to present this much-deserved award.”

To qualify for the program and be eligible to receive the Platinum Level Service Provider award, an organization must meet several criteria that demonstrate excellent training, education, service support and customer satisfaction. The recognized companies must show commitment to training by having 100% Gold certified technicians, certified on all current models for each sales office, as well as at least one technician per office that is certified in CompTIA PDI+ and CompTIA Net+ standards. In addition, the organization needs to have written service level agreements with their customers and commit to provide quick on-site response (less than four hours) and loaner machines within 24 hours in the event of system failures. They must also follow all preventive maintenance guidelines and practice written total call procedures to maximize mean copies between visits.

“We are honored to receive the Platinum Level Service Providers award,” said Gordon Nakagawa, VP of Service, from Smile Business Products. “The Sharp products are

among the most valuable in the line-up that we offer and we are always dedicated to providing exceptional customer service with the best technicians and knowledgeable sales personnel that make sure that the each model purchased perfectly fits the client's needs.”

As a Platinum Level Service Provider, Smile Business Products has demonstrated superior customer support by ensuring that all reasonable efforts have been made before opening a support ticket with Sharp's technical hotline and has provided a 100% call closure. In addition, Smile Business Products has delivered consistent performance and quality by only using genuine Sharp parts and supplies.

For more information about the Platinum Level Service Provider program, visit us at www.sharpusa.com

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