



Since 1971

MDM BUSINESS TECHNOLOGIES GROUP, INC.

AUTHORIZED

Konica

SHARP

RICOH



XEROX

Factory Trained Technicians • Sales • Leasing • Rentals • Service

MDM Business Technologies Group, Inc., is one of New York's largest and oldest office automation technologies company. Our experience with different brands allowed us to select only the most reliable products and brands in the business. As an expert service provider and authorized distributor we offer problem-solving consulting and technical support solutions for commercial and government agencies.

Our Business Philosophy and Mission

At MDM-BTG, Inc., our philosophy has been and remains the following:

- ◆ That our customers are like family, and should be treated as such.
- ◆ That success in maintaining our position as an industry leader can only be achieved through continuous education and commitment to quality.
- ◆ To retain your loyalty through developing a strong customer relationship and by consistently providing high quality responsive service.

With an eye to the future, our mission remains as rich and as vibrant as it was in 1971. That mission - to meet the evolving needs of our customers and simplify office automation - no small challenge. We are determined and confident in our ability to meet this challenge, and plan to remain on the leading edge of service in this exciting industry.



Multi-level Customer Support

MDM Business Technologies Group, Inc. sets itself apart from the competition with our dedicated and responsible professionals ready to assist at any time. When you select MDM-BTG, our multi-level customer support organization is immediately at your service.

Experienced, friendly customer service managers and factory trained technicians are specialists within specific product groups. They are available to answer your questions, offer technical support and offer problem-solving solutions when you need help. It's no wonder that MDM-BTG, Inc. has been awarded Platinum Status, the highest level of achievement presented to a selected few distributors. Your MDM-BTG representatives will stay in close touch with you, while evaluating our company performance in maintaining the highest level of quality.

Products, Parts and Performance

Balancing inventory supplies of products and parts is critical in this industry for the benefit of our customers and accurately anticipate our customer's needs. Recently, we implemented an on-line, advanced, computerized inventory control system. You can rest assured that we have the products and service parts available, when needed. All inventory is carefully checked and inspected before being accepted for customer use. You not only receive the manufacturer's warranty, but our Performance Guarantee as well.

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