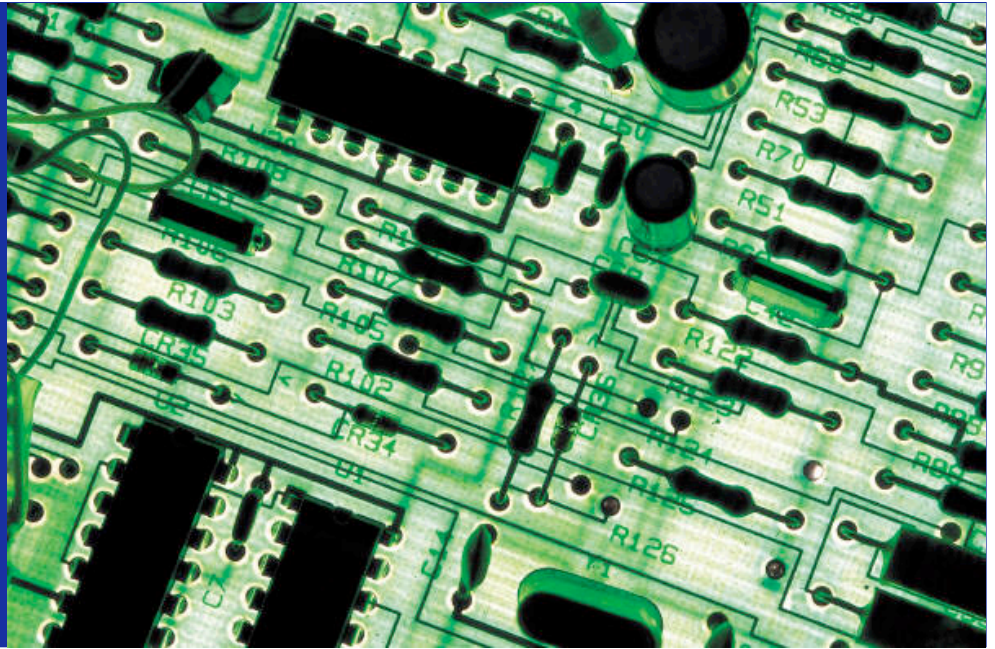


THE  
OFFICE  
PRODUCTS  
ANALYST

OPA



# Technicians Say Kyocera Mita MFPs Are Most Reliable

## Fourth Time in Five Years Technician Ratings Ranked Kyocera Mita As Most Reliable

Each year, we conduct several annual studies. One of our most important surveys is that of the dealer service managers from office equipment resellers throughout the U.S. We ask these respondents to rate many critical areas such as product reliability, vendor support and more. While many survey participants sell and service multiple product lines, we asked that they focus exclusively on their primary brand, that is, the brand that accounts for the most revenue within their organization.

In our most recent study of 96 dealer service managers encompassing 33,378 multifunctional products (MFPs), Kyocera Mita devices were overwhelmingly rated as most reliable. In fact, this is the fourth time



over the last five years that Kyocera Mita MFPs have received this recognition, a feat we have never seen in our thirty-four years of conducting industry research.

Of the seven brands found in this report, Kyocera Mita devices received the highest rating in key categories such as Overall Product Reliability, Network Compatibility, General Ease of Use, Ease of Installation, Ease of Connectivity and many more.

*“Kyocera Mita has consistently been rated the most reliable MFP product line over the past five years. No other vendor has ever come close to this in any of our ongoing studies.”*

*Andy Slawetsky  
President, Industry Analysts, Inc.*

### QUESTIONS?

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