



Carolina Business Equipment was established in 1975. We are certified as a **Small Business** through the Small Business Administration. Our measured growth had us opening operations in Charleston in May of 2004. We began in the Aiken/Augusta market area in February of 2006 and our newest acquisition in December of 2011 gave us a presence in Florence. **CBE is a training service center**, not only do we offer factory authorized training for our own technicians but we also offer training for other dealerships as well.

In our ongoing efforts to provide the **best possible service**, **CBE** monitors all service call activity and we continuously rate and review our **first-call efficiency**. We believe that while **response time is important** it does not stand on its own. This is why our model combines both response time and first-call efficiency which measures getting the service issue solved.

In addition to our focus on service, we realize that by simply identifying the problem does you, the customer, no good if we do not have what we need to fix the problem. **Since having what you need when you need it is important**, we have made the decision to carry levels of inventory that virtually eliminates any need for rush orders between **CBE** and the manufacturers. This goes for all three categories-equipment, parts, and supplies. In October of 2006 we moved into our new corporate headquarters (pictured above) that has over 13,000 sf. In it, we house over 1/2 million worth of inventory.

In July of 2011 we unveiled our newest service offering (pictured on right), which is our **First Response Center (FRC)**. Every incoming service call is routed through the **FRC** and nearly 25 % of those calls are resolved by our team of hardware and network support professionals. This has 25 % of our calls being satisfied in minutes not hours. Our standard is to have the call resolved in 4 hours.



In addition to the outstanding service we provide for your office equipment, **CBE** offers full **I.T. technical and infrastructure support**. So even if you are not a current “equipment customer,” **CBE** can design, install, and support all of your network and computer needs. Our certified professionals will keep your computers, servers and network secure and functioning properly.

Again, we thank you for the opportunity to be a part of this process and we look forward to working with your organization, should you choose to do so.

Sincerely,

John P. Eckstrom
President, CBE

