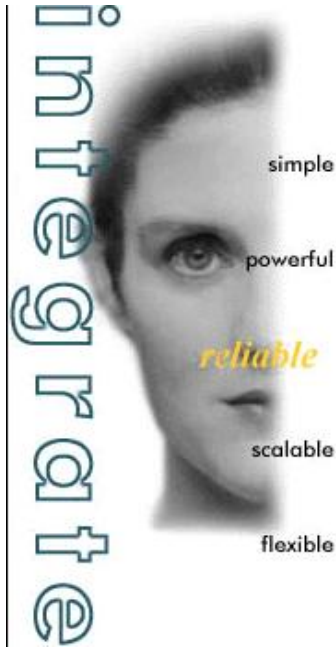


About EASTERN BUSINESS SYSTEMS, Inc.

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About EBS:

History – Eastern Business Systems is one of Long Island's premier office equipment vendors. We have 38 years in business serving the Long Island NY/Metro area and providing quality service for FDNY, several municipal agencies, large medical clinics and hospitals as well as several other major accounts. We are a certified MBE in NYS, NYC & Nassau and Suffolk County. We are also a CCR (Central Contractors Registration) vendor for the federal gov and we are currently working on our section 8 and DOD (Department of Defense) certification.

Our expertise doesn't end at the copier. In fact we have the BEST network printers available in today's market. Kyocera printers have the lowest cost of ownership along with the lowest failure rate and the highest "prints between service calls" in the industry.

Our newest product is from FP (Francoyp-Postalia) mailing solutions. FP is the 2nd largest mailing machine manufacture in the world. With postage machines ranging from the small home office unit to the largest mail room accommodating 1,000's of pieces of mail per day. Mail equipment such as folder/insetters; envelope/label addressers, scales along with mail software that helps lower postage cost.

We have software solutions for print management, scanning & Document management and a host of scan solutions tailored to accommodate an array of different industries. Sharp machines are the most secure MFP's in today's market with digital hard drive erase and the highest level of data encryption available to keep your data safe from harm's way. Our Sharp office equipment happens to be the finest, best built and most dependable equipment on the market. With its highest customer satisfaction in the "BEST BUY" category, Sharp has become the leader in office technology.

We are a preferred service centers for HP printers, Okidata printers and Fellowes shredders.

Quality – We have built our reputation by providing our customers with sound value with quality products and responsive service. For the office equipment you need, the expert service you deserve, at a price that will make your Accounting Department smile, you can count on Eastern Business Systems to do the right thing for ALL your document solutions needs.

We take a systematic approach to full customer satisfaction. By analyzing your office work-flow, we can tailor your needs and provide you with a cost saving program and at the same time increase productivity. By following our 3-tier management approach (Office equipment management, print management solutions and document management solutions) we can improve your office work-flow and productivity.

All New equipment is unboxed, setup and tested prior to delivery and installation. From our corporate headquarters in **Bohemia, NY** we maintain tight control over all aspects of our business, providing customers with performance and accountability.

You may think that quality craftsmanship is a thing of the past, and a good value is as old-fashioned as carbon paper. Eastern Business Systems will change your mind. We bring together today's advanced technology and yesterday's respect for value into copying and electronic printing/scan solutions for your organization. Our NEW and newly rebuilt products are proven performers. We support only the top name brands and the best performing models. Quality control procedures utilizing a zero-defect program in the rebuilding of reconditioned units process allow us to maintain the very highest quality standards.

- Parts and supply Warehouse site located in Bohemia, NY which provides a complete and readily available inventory for speedy service and repair.
- Our highly trained technicians concentrate on expertly resolving and repairing your office equipment and laser printing systems to strict standards

Service – It begins with a friendly and helpful attitude. But, it doesn't just stop there. Our services consist of knowledgeable, professional and most of all prompt response time. To the service team at Eastern Business Systems, the only definition of service is a **completely satisfied customer**.

Downtime is frustrating. It always seems to happen when you need your equipment the most. We can't promise that your equipment will never need servicing, but we can promise to take the frustration out of the service call. Eastern Business Systems specialized service team is a group of service professionals who take pride in their work, and are dedicated to keeping your equipments **productivity** at its peak.

What makes our specialized service team so effective? The personal touch. Our trained technicians are product specialists. Each service team learns every aspect of servicing multiple specific brands of office equipment. They stay up to date through on-going training programs staying current with new technology. This expertise ensures that your office equipment will be repaired correctly and sufficiently by someone who knows your equipment, inside and out. Most importantly, your service needs will be met by someone who truly cares. That's personalized service!

Timely response to your service call. Our service department is strategically located within the New York-metro area. We're there when you need us. The Eastern Business Systems service team is available at all times.

When you call Eastern Business Systems, you speak with a real person who understands your needs, not an impersonal voice mail system. Using state-of-the-art technology, we developed a computerized communication system to support our trained Customer Service Representatives, not replace them.

By telling us a few basic pieces of information, this system automatically communicates and processes service, dispatch, maintenance, and inventory data to the appropriate Eastern Business Systems team member.

Your own personal service specialist is immediately emailed, text and dispatched with your service information. We even give you a courtesy call to let you know the estimated time of arrival. This system helps us to provide efficient service and accurate records of your equipment maintenance history.

Commitment – To our customers begins with customer support. We value our business relationships and strive to become a part of each customer's team. When you have service needs, we're always on call. When your employees require user training on your installed office equipment, our Field Customer Support Staff is there to help. This customer support program is designed to show your key employees how to use your equipment to its best advantage to keep your office running **smoothly**. Even if your staff changes from time to time, we'll come to your office to provide additional training.

We take our commitment to our customers very seriously. We believe good business relationships are built on integrity. That's why we back every sale with a total customer satisfaction guarantee. Our top **priority** is keeping our customers happy.

Value – Eastern Business Systems understands the importance of your decision. You are not just investing in office equipment; you're investing in office productivity. And, as budgets become more streamlined, you want to make sure that every purchase dollar works it's hardest for you. In three words, you want performance.



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A certified Minority Owned Business