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## News Release

FOR IMMEDIATE RELEASE

### **SHARP® NAMES RDI SOLUTIONS, LLC** **A PLATINUM LEVEL SERVICE PROVIDER**

**NEW YORK, NEW YORK 10038, February, 1<sup>st</sup>, 2017** – Sharp Imaging and Information Company of America (SIICA), a division of Sharp Electronics Corporation, announced today that it has recognized RDI Solutions, LLC 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 that not only meet, but also exceed performance benchmarks and the implementation of industry best practices in this area.

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 archived certification on all current models, as well as a certification in a Network discipline. In addition, the organization needs to have written service escalation processes ensuring their commit to customer satisfaction. They must also follow all preventive maintenance guidelines and practice written total call procedures to maximize mean copies between visits.

“It is an honor for us to receive the Sharp Platinum Level Service Providers Award,” said Lourdes Sofia Regan, President / CEO from RDI Solutions, LLC. “We are proud to work with Sharp products, which are among the most valuable in the line-up that we offer. RDI Solutions, LLC is dedicated to providing an unprecedented level of customer service with best-in-class 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, RDI Solutions, LLC has demonstrated superior customer support by ensuring that all reasonable efforts have been made before opening a support ticket with Sharp’s technical hotline, timely updating tickets, and leveraging remote diagnostic technologies. In addition, RDI solutions, LLC has delivered consistent performance and quality by only using genuine Sharp parts and supplies.

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