



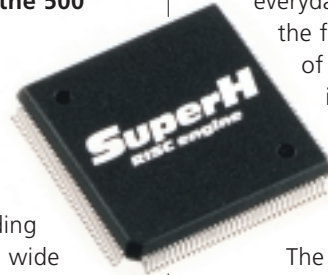
# HITACHI, LTD.

## Quality and Reliability for the Modern World



Established in 1910, Hitachi began as an electrical repair shop for a Japanese copper mining company. Today, Hitachi, Ltd.'s group of businesses ranks in the top 25 on Fortune magazine's list of the 500 largest global companies. Its 1999 annual revenues of US\$66 billion make it one of the most prominent industrial and information electronics corporations in the world.

Hitachi's diverse family of companies is comprised of about 1000 subsidiaries, including nearly 300 overseas corporations, covering a wide variety of fields in Information Systems and Electronics, Power and Industrial Systems, Consumer Products, and Materials and Services. Hitachi has been a presence in the United States since 1959 and now has 75 companies in North America.



The name, Hitachi, is synonymous with reliability in the minds of people around the world. Its high quality products and advanced systems support people in their everyday lives on every level. Hitachi strives to be the first choice among customers for the quality of its products and services and among investors for its high growth potential. Its sound balance sheet provides a solid foundation for the development and distribution of its world-class products for the global market.

The Hitachi family of companies is also constantly aware of its responsibilities, both as a global competitor and as a global citizen, to continue to offer reliable systems and products that improve the quality of life and safety of communities around the world.

# HITACHI KOKI CO., LTD.

## Hitachi Koki Markets

In 1998, Hitachi Koki celebrated the 50th anniversary of its founding as an electric power tool manufacturer for the Hitachi Group. From its start as a producer of industrial metalworking tools, Hitachi Koki has developed into a technologically advanced manufacturer of high-quality products.

Hitachi Koki manufactures products renowned for ease-of-use, safety and reliability in three product categories: high-speed computer printers, power tools for home and professional use, and scientific instruments.



Each of Hitachi Koki's product categories relies on three core technologies developed in response to market needs. These core technologies— ultra high-speed motors, high-precision machining, and electronic controls— are key elements of the quality and reliability that distinguish Hitachi Koki's products. Today, Hitachi Koki continues to harness breakthrough developments in its core technology areas and introduce exciting new products in a variety of product categories for emerging markets.



# HITACHI KOKI IMAGING SOLUTIONS, INC.

## **Dataproducts Becomes Hitachi Koki Imaging Solutions**



Founded in 1962, Dataproducts Corporation was established to provide a full range of peripheral products and service for the emerging computer industry. Soon identified as the largest independent line printer company in the world, Dataproducts concentrated on volume sales to original equipment manufacturers (OEMs), supplying virtually every major OEM in the computer industry, including IBM®, Digital®, Apple®, Unisys®, Bull® and Olivetti®.

The partnership of Hitachi Koki and Dataproducts was a logical merging of



Hitachi's industry-leading print engines with Dataproducts' advanced controllers, network software, and services. This joining of complementary technologies resulted in the acquisition of Dataproducts Corporation by Hitachi Koki Co., Ltd. in 1990. The culmination of this alliance took place in April 1999, when Dataproducts was renamed Hitachi Koki Imaging Solutions, Inc. (HiKIS).

## **HITACHI SERVICES**

### **The Premier Provider of Services to the Printer/Copier Market**

With significant global operations including Simi Valley, California; Milford, New Hampshire; and Dublin, Ireland., Mexicali, Mexico; Porto, Portugal, and Sydney, Australia Hitachi Services has the capacity, capability, and experience to serve a wide mix of customers from end user, to dealer, to major Fortune 100 company on all printer and copier technologies by all manufacturers. Hitachi Services is totally focused on the provision of services strictly for printers and copiers. This focus is not diluted by any other technologies

such as monitors, systems, or disk drives. Our legacy includes all types of hard copy output including impact with band and line matrix, laser, ink jet, solid ink, ATB, and thermal. Printing/copying technologies are our strength, our focus.

Major service offerings include:

- Depot Repair and Remanufacture
- Service Parts
- On-site Service

### **Depot Repair & Remanufacture**

With primary facilities in Milford and Dublin; Hitachi Services has total capabilities from a simple sub-assembly repair to full remanufacture on all printer/copier technologies in the marketplace. Repair services are available on components, sub-assemblies, and whole units to various levels including: working and tested, comprehensive repair, near new condition, and equivalent to new condition. Turnaround time is 3-10 days after receipt of product.

Also available are customized: end of life, per incident advance exchange, logistics management, and supplier/vendor fulfillment/management programs. All activities are executed by quality driven documented processes. Major customers/accounts are provided with program management tailored to their specific needs and business requirements.

Finally, refurbished printers and copiers are sold through this area. Major brands include: Dataproducts, HiKIS, Hitachi, HP, IBM, Lexmark, Epson, Okidata, Printronix, Tally, Genicom, TI, Zebra, Cognitive, Datamax, Tektronix, Xerox, Minolta, Sharp, Canon, Konica.



**HITACHI**  
Hitachi Koki Imaging Solutions, Inc.

## Service Parts

With primary facilities in Simi Valley, Milford, and Dublin; Hitachi Services distributes original service parts for Dataproducts, HiKIS, Hitachi, Canon, HP, IBM, QMS, Genicom, Lexmark, and Xerox. Parts operations utilizes state of the art capability with automated carousel systems and full bar coding. Parts inventory accuracy exceeds an amazing 99%.



## On-site Service

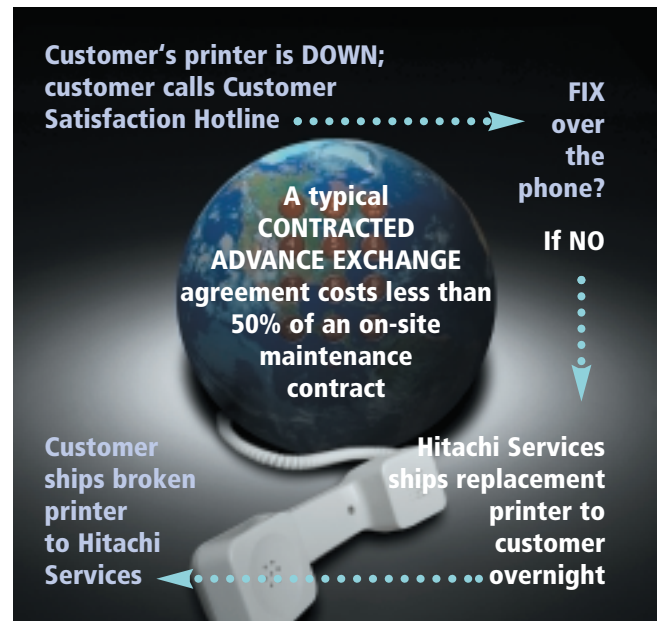
With primary facilities in Simi Valley and Dublin, Hitachi Services provides a variety of on-site printer/copier service programs for a wide range of technologies. The Call Management Center provides diagnosis, dispatch, call monitoring, and problem resolution. The Center operates 7 days per week, 24 hours per day, is accessed via toll free numbers, and utilizes the latest systems technology to ensure a quick and accurate fix. Service level agreements include same day and next day coverage, extended 7 x 24, and our newest offering – contracted advance exchange.

## Contracted Advance Exchange

Hitachi Koki Imaging Solutions has created an exciting alternative to on-site service that we call Contracted Advance Exchange. Contracted Advance Exchange allows customers to get productive and printing within one business day while saving 20% to 50% over typical on-site contracts for the same equipment.

The graphic to the right shows how it works. HiKIS pays the freight both directions. It's that simple, it's that effective and we have over 20,000 customers who'll tell you how happy they are with the program. Why are they happy? Because they know that typical service contracts may eventually get the printer working, but can often take up to three business days to secure needed parts and supplies.

Machine downtime and waiting for a service tech are major sources of frustration. Hitachi Services takes the uncertainty out of getting you back on-line by offering the Contracted Advance Exchange program on a variety of printer brands including Hitachi, Dataproducts, Hewlett-Packard®, Canon®, Lexmark®, Okidata® and others.



# HITACHI

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