

FOR IMMEDIATE RELEASE

## Clover Imaging Group (CIG) Provides Dealers with Convenient Certified Training Programs

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Chicago, Ill. — January 27, 2016 — As part of its unrivaled TechLink 2.0 platform, Clover Imaging Group offers the industry's most respected training programs including certified printer repair training. From instructing field technicians on how to troubleshoot quickly and accurately to providing customer service training for dispatch and customer support personnel, CIG offers a comprehensive line of courses and certifications to fit the needs of the individual dealership. For convenience, trainings are available both online and onsite.

"Clover Imaging Group has done an amazing job training our dealers for both mono and color, laser printer repair," said Larry Bennett, Business Development Manager for Toshiba America Business Solutions. "Having seen firsthand the level of excellence and quality of the curriculum, I can highly recommend the company's training program. To date, CIG has trained more than 400 of our Toshiba Business Solutions and independent dealer technicians to help enhance the knowledge and skill-set of these professionals. Moreover, CIG continues to improve our technician program by constantly updating its training content to keep it fresh and relevant for our workforce. In addition to its impressive training acumen, CIG's enrollment, setup, and hosting process is also top notch. We continue to rely on CIG to bring quality repair training to our dealer channel."



HP® and Lexmark® laser printer trainings are interactive courses taught by highly experienced instructors that establish a basic introduction to printers and printer repair. This class prepares students for the tests required for authorization. Additional training services include CompTIA A+ certification, CompTIA customer service skills, and CompTIA authorized service center ASC gold.

CIG also offers professional training solutions for Managed Print Services (MPS). CIG's Selling MPS training provides business development representatives with an advanced sales education forum to help penetrate the print management market. Servicing MPS training focuses on proven methodologies that drive profitability and operational performances within organizations.

CIG's certified instructors ensure certified students leave prepared, resulting in a higher percentage of first call repair success rates. For more insight into CIG's training programs, please view the video here: <http://www.cloverimaging.com/video/501/5>. To take advantage of its training and TechLink 2.0 platform — not offered by any other company in the industry — CIG customers should contact their account manager today.

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### **About Clover Imaging Group**

Clover Imaging Group (CIG) provides unparalleled support, collection opportunities, and solutions to independent dealers, OEMs, and retailers throughout the imaging channel and includes the most respected and well-known brands in the industry, including: MSE, Dataproducts, Clover Environmental Solutions, OPRA, Axxess Managed Print Services, Tecno Toner, Depot International and Latin Parts. This impressive group offers the market's widest array of products and services, supported by a vast engineering infrastructure, marketing resources, distribution capabilities, and strategic partnerships. By bringing all aspects of our business together, CIG is able to provide a level of partnership unsurpassed in the aftermarket imaging space. For more information, please visit [cloverimaging.com](http://www.cloverimaging.com).

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