



Digital Copy Systems  
 Color Printers  
 Internet Facsimile  
 Network Support  
 Email: Sales@Saxon.net  
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Small Change.  
**Big Difference.**  
 Real Advantage.

To Our Valued Customer;

*Yes, it's true. Saxon Business Systems, Inc. is now part of Xerox Corporation.  
 And that's a good thing.*

For years, our customers have relied on Saxon for the latest document management technology and service. Going forward, you'll enjoy all the same advantages you have in the past...plus a few new benefits based on our relationship with Xerox.

*What's staying the same*

- ✓ **Multi-brand customer support - that's not going away.** Regardless of what our competitors may be saying or thinking, our service support for all the major brands in the market will continue. The bottom line is, we know you have multiple brands of equipment at your location. And we want to be your first call for service and support.
- ✓ **Local people, local pride.** We're now connected to all the resources of a very big, successful, industry-leading company. But Xerox doesn't want to micromanage us. They're not changing our name. They're not replacing our people. They trust us to keep helping customers like you optimize productivity. So that's just what we're going to do.
- ✓ **Timely, helpful business consultation.** In the past few year's we've gone from an equipment provider to a true business consultant, helping thousands of businesses large and small improve their processes through better, more efficient document management and IT solutions. That's what Xerox is all about too.

*What's new for you*

- ✓ **Breakthrough technology.** Some business owners believe they can't afford Xerox equipment because they know it's the latest, greatest, most feature-rich technology in the marketplace. The second half of that sentence is true. **No one has a broader lineup of document technology than Xerox.** But the surprise is that Xerox technology is very affordable. So when the time is right for new equipment, we'll show you that the price is right, too.
- ✓ **Industry insight.** One of the things we're most excited about in this new relationship is having access to Xerox's deep understanding of the marketplace. They have so much experience with businesses in every industry that they're always sharing some new insight that can help our customers. We'll be more informed, so we can keep you more informed...and more productive.
- ✓ **A benchmark customer experience.** We pride ourselves on taking good care of our customers. Xerox goes one step further. For two years running they've earned the prestigious J.D. Power and Associates Award for "An Outstanding Customer Service Experience." Of course, they'll be sharing the process and measurements that led to this award with us; which can only mean you'll benefit as we continue to dial up our service and support initiatives in the months and years ahead.

On behalf of everyone here at Saxon, I want you to know that we're excited about this change. The Xerox logo is a welcome addition to Saxon's 25 year legacy and it promises to make a big difference for your business. If you have any questions or would like to review what Saxon and Xerox can bring to the table for you right now, give us a call at **1-877-OK-SAXON.**

All the best,

Florio Abbate  
 President

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