

Dear Valued OfficeWare Customer,

I wanted you to be among the first to learn that on Friday, September 30, 2011, we closed the sale of OfficeWare to Konica Minolta and Tuesday we announced this change to our OfficeWare team. OfficeWare will operate as an independent, wholly owned subsidiary of Konica Minolta. I will continue as President and all of the OfficeWare team members will remain in place. In essence, the only thing that has changed is the ownership structure and our commitment to the Konica Minolta brand. Over time, we'll certainly work hard to leverage the best of breed of both companies to support your ever changing needs.

With the transfer of ownership, we believe that OfficeWare's customers will be better served having a direct alignment to a world-class global manufacturer and all their resources. This change will enable OfficeWare to remain competitive in the ever changing landscape of our industry. Konica Minolta's award winning product offerings, their commitment to managed services and their desire to leverage OfficeWare for accelerated growth within the region were all key factors.

Personally, this is a significant change for my wife Kathy and me. After 35 years in the business and 16 years on our own as OfficeWare, it certainly will be an adjustment. However, when I looked at my age of fifty eight, the need for a succession plan and the changing requirements of our industry, I felt that the time was right.

Konica Minolta has acquired the stock of OfficeWare and has assumed the contractual commitments made by OfficeWare. Rest assured, we will continue to live up to all our obligations. I would like to make it clear that we will continue to service, supply and support our installed base of Lanier, Canon and HP products. We will maintain parts, supplies training and all of the other elements needed to support your organization and our installed base of customers. The phone numbers you call for support, the meter read process you signed up for and billing and remittance plan is unchanged. The OfficeWare representatives that you worked with yesterday will be here tomorrow.

In the months and years to come, I hope you'll continue to afford us the opportunity to demonstrate our commitment to be your trusted document solution provider.

Thanks for your continued trust in OfficeWare.

Sincerely,



Rick Maxwell
President, OfficeWare

About Konica Minolta:

Konica Minolta Business Solutions U.S.A., Inc. is a leader in advanced imaging and networking technologies for the desktop to the print shop. For the fourth consecutive year, Konica Minolta was recognized as the [#1 Brand for Customer Loyalty](#) in the MFP Office Copier Market by Brand Keys. BLI has named Konica Minolta 2011 "[Line of the Year](#)" award winner for the company's award-winning line of bizhub Color and Monochrome Multifunctional Products. For more information, please visit www.CountOnKonicaMinolta.com and follow Konica Minolta on [Facebook](#), [YouTube](#), and [Twitter](#).