

August 15, 2020

Dear Valued Client,

We've got some exciting news: Effective August 15, 2020, Upstream office Solutions has been acquired by Applied Imaging; a Midwest based, family owned, premier office technology company. We will proudly continue to serve customers in the Tampa operations area under Applied Imaging's name & management team. This acquisition represents a combination of two entrepreneurial companies with strong cultures; both which are deeply rooted in innovation and delivering an exceptional customer experience.

Upstream Office Solutions and Applied Imaging are both authorized service providers for Kyocera products and services. We believe, this will make the transition seamless from the product, service, and personnel standpoint. We are excited that Upstream Office Solutions' sales and service staff, including Mark Wild, will be joining our team. Mark is available to answer any questions as necessary.

We know our success is dependent on your success, and we are excited about what we can offer your organization.

- Current Upstream Office Solutions customers will now enjoy the benefit of having additional resources available at their fingertips – Applied Imaging's long-term relationships with manufacturers, our systems, our processes, and, most importantly, our Applied Imaging team.
- Applied Imaging is one of the Midwest's largest authorized Canon, Ricoh, and Kyocera dealers for copiers, printers, high-volume production devices, and Océ for large format printing systems.
- Additional products and services under the Applied Imaging portfolio are DocuWare and OnBase for content management systems, managed network IT Services, secure document shredding, managed print services, and facilities management.

We are very excited to have your company as a customer and look forward to delivering the best in service and support. For additional information on Applied Imaging, we welcome you to please visit our website at www1.appliedimaging.com/upstream-welcome. Your current sales or service representative will be visiting you soon to answer any questions you may have. For the interim, if you have any questions or need assistance, **please call our Customer Loyalty Center at 800-521-0983 for sales, service, and support.**

Sincerely,

APPLIED IMAGING



John Lowery
President



Upstream Office Solutions



Mark Wild
President



Scan this QR code to download our welcome packet!