



# Experience. Integrated. Solutions.

Dictation • IT Services • Print Management



# Integrating Superior Solutions

When you engage with Graffen, we consult with you and provide all the hardware, software and related support you need to implement workplace-specific technology solutions that will optimize efficiencies and productivity.

But we're not just the Tri-State area's leading provider of integrated business solutions. At Graffen, we are known for a level of customer support so superior that it has enabled us to continue earning and maintaining great business relationships for nearly 50 years. We are diligent about the details and provide highly personalized attention in all of our business relationships.

Simply put, Graffen's distinguished track record results as much from our exceptional service and support as it does from our world-class technical expertise.



## Legal & Healthcare Expertise

Providing the legal and healthcare professions with integrated business solutions has been a Graffen specialty from the start. We have vast experience with law firms, medical practices, hospitals and outpatient facilities of all types and sizes.

Since 1963, Graffen has proudly served businesses in the greater Philadelphia area, providing integrated business solutions in Dictation, IT Services, and Managed Print Services—all backed by top-notch support.

**Graffen is one of only two licensed resellers of BigHand products in the United States and is also a provider of Philips SpeechExec Enterprise, BayScribe and Fusion dictation products and services.**

**Graffen is a Philips Master Digital Center (MDC) and Master Digital Center Enterprise (MDCE) and recently became one of only five Philips Authorized Repair Centers in the United States.**

## Technology Partners

### DICTATION SERVICES

- Philips
- Olympus
- BayScribe
- BigHand
- Dolbey Fusion Suite
- Voice Solutions
- Nuance (Dragon)

### IT SERVICES

- Compellent
- VMware
- Dell
- Hewlett Packard
- THINWORX
- Lenovo
- Barracuda
- ESET
- eSoft
- Cisco
- Microsoft
- BlackBerry
- Symantec
- Postini

### MANAGED PRINT SERVICES

- CopyStar by Kyocera
- Xerox
- Hewlett Packard
- Kyocera Printers
- Print Audit

## Dictation Solutions

As an experienced and knowledgeable provider of dictation and transcription solutions, Graffen is uniquely positioned with multiple solutions to help businesses acquire the right dictation system for their current and future requirements. We specialize in user-friendly digital dictation solutions suited to the medical and legal industries and are a value-added reseller for dictation systems, including Philips, Olympus, BayScribe, BigHand, Dolby Fusion Suite, Voice Solutions, and Nuance (Dragon).

Graffen will show you how a well-crafted, well-implemented dictation solution can be a smart technology investment for your organization.

## Print Management Solutions

Most companies underestimate their true printing costs by more than 50 percent. Graffen helps businesses achieve the optimal blend of cost and performance by managing their copy and printing expenses and keeping their equipment working at full potential.

- Proper location of print management devices
- Reduced network traffic through well-deployed networked devices
- Asset tracking, usage monitoring and detailed reporting
- Preventive service, alerts and notifications
- Rules-based printing to eliminate inefficiencies by directing print jobs to the most productive and cost-effective equipment
- One single cost per print
- Highly-responsive technical service

### **Graffen is a true market leader when it comes to green initiatives.**

Over the past several years, we've transitioned to multiple environmentally friendly efforts. We take pride in our "Green Graffen" programs and can help your business reduce its environmental footprint as well.

- Digital dictation systems
- Paperless process automation
- IT virtualization
- Recycling programs
- Solid ink copy and print systems



# IT Solutions

Graffen's experienced IT technicians get the job done using a range of skills that few other companies can match. Our IT service solutions span many leading software and hardware technologies, including Compellent, VMware, Dell, Hewlett Packard, THINWORX, Lenovo, Barracuda, ESET, Cisco, Microsoft, BlackBerry, Symantec and Postini.

## Preventive and Proactive Support.

Beyond basic IT consulting services, Graffen's managed service plans offer a proactive approach to IT support for a competitive fixed monthly rate. We will continuously monitor your network and its integral components—including virus protection, network security and backup systems—to minimize downtime, protect critical data and prevent problems.

## Consulting Support.

From digital dictation solutions to DNS analysis to desktop support, Graffen's technology experts will provide you with the advice, products and complete support you need to maximize operational efficiency.

- Work mobility, including BlackBerry, Smart-Phones, iPhones and other PDA devices
- Network design and implementation
- Hardware procurement
- Desktop, on-site, remote and managed services support options
- Data storage and disaster recovery planning
- Remote and local data backup solutions

# Why Choose Graffen?

## Our customer-centric philosophy...

Graffen loves pleasing customers. We're practically obsessed with it. You can expect an uncommon level of service from Graffen—from product replacement guarantees and lightning-fast response times for service to providing loaner machines and making "house calls" to your facility. We value your success as much as our own, and we'll do whatever it takes to keep you up and running. Our support is second to none.

## Our consultative approach...

Graffen designs solutions. We understand the strategic importance of your technology investments and take the time to really get to know you and your business. That's how we will design and deliver end-to-end solutions that synergize with your existing business systems, meet your budgetary concerns, and help your business to efficiently and cost-effectively meet targeted goals. You will come to value Graffen as a strategic contributor to your organization's success.

## Our technologic expertise...

Graffen gives you the competitive edge. We are experts in leveraging technologies to streamline work process and improve efficiencies in day-to-day business operations while keeping data secure. You will benefit not only from our expertise, but from our multiple and sometimes exclusive partnerships with highly respected technology companies.

## About Graffen

Graffen specializes in integrated technology solutions that improve operational efficiencies for a range of businesses. Through almost 50 years of sales and service excellence, Graffen has a well-earned reputation as the leading provider of dictation products and services for the legal and medical professions. Graffen also provides IT and network support services and print management services. We are an authorized value-added reseller of leading brands of office equipment, including Xerox, CopyStar by Kyocera, Hewlett Packard, BigHand, BayScribe, Dolbey, Olympus, BlackBerry, Compellent, VMware, Philips, Dell, Cisco, and Microsoft. Graffen is located in Conshohocken, PA.

**Personalized, expert support is just a phone call away.**

**Contact Graffen today at (610) 825-3737.**



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