

Mission statement

Our Mission to our Customers...

North Country Business Products strives to sell, install and support complete automation solutions of the highest quality in the industry by:

- * Listening and responding to our customers' needs
- * Providing high quality products and services
- * Setting standards that take us into the future
- * Offering fully trained personnel

Offices

MINNESOTA

Bemidji
Duluth
Minneapolis
Rochester

WISCONSIN

Appleton
Eau Claire
Madison

NORTH DAKOTA

Fargo
Bismarck

MICHIGAN

*Marquette

IOWA

Davenport
Des Moines

ILLINOIS

Peoria
Chicago

SOUTH DAKOTA

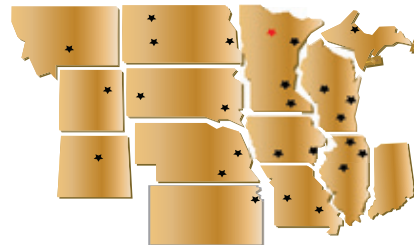
Sioux Falls
Belle Fourche

NEBRASKA

*Omaha

KANSAS

*Kansas City



*Remote Support



100% Employee Owned

CONTACT US AT YOUR
CONVENIENCE

Sales 888-505-0540 • Supplies 800-937-4140
Service 866-819-7403 • Fax 218-755-6039
www.ncbpinc.com • ncbpsales@ncbpinc.com



Point of Sale Solutions • Security Solutions • Business Equipment • Supplies

Welcome to a world of innovative technology and point of sale (POS) solutions



Call Center & Professional Support

Call Center Support

Through our commitment to provide you with exceptional support services, we have developed a Call Center Support team second to none.

Our Customer Call Center is staffed and ready to assist you whenever you call.



When you call us for support, our courteous Level I Associates will immediately begin trouble shooting your call, assigning it a priority level and providing immediate escalation to the appropriate Call Center team.

Our Level II & Level III Analysts successfully resolve a high percentage of our support calls within one hour utilizing a state-of-the-art virtual lab environment and PCI compliant remote technology. We know your time is valuable and efficient support is our goal!

Your 'Total Solution' Provider



Support Agreement

Take your support to the next level with a cost effective Support Agreement from North Country Business Products.

We have developed Support Agreements that will allow you to achieve optimal system performance with the following advantages:

- Priority response
- Unlimited Call Center support during contract hours
- Availability of software updates and enhancements
- Virtual Technician (preventing problems before they occur)
- Discounted support fees
- Discounted training rates
- Discount on POS paper and ribbons

We can customize a Support Agreement to meet any unique situation in addition to providing you with a low monthly payment option. Just ask us how!

Customer Satisfaction

North Country Business Products strong commitment to customer service is at the heart of our business. We believe in listening and responding to our customers needs in addition to providing quality products and services.

Whether our Call Center is monitoring your systems performance through Virtual Technician or we are installing a POS solution tailored to the unique needs of your business, you can count on North Country Business Products to deliver the level of customer service that you deserve and have come to expect.

**North Country Business Products
dedicated and committed to you!**



Point of Sale Solutions • Security Solutions • Business Equipment • Supplies

micros®



IBM

OpenEye

CATAPULT
INTEGRATED SYSTEMS

Canon

Kimball®Office

JTECH

LOC

BRdata

Sensormatic®

SONICWALL®

MITEL®

HON
Smart now. Smarter later.