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## Industry veteran purchases Imagetek Office Systems

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Imagetek Office Systems, an Arlington-based document management company, was recently purchased by industry veteran Nina Knight and private, silent investors.

Knight and the company's founder, Reggie Garner, say that the local company is now in a position to attract more large and national clients while continuing to stay efficient and service-oriented.

Garner founded the company in 1993, when it was originally called Felco Office Systems. In the late 1990s, it became Nations Office Products, and in 2000 it took its current name.

"We weren't in the market or on the market for something to happen," Garner said.

Instead, Knight had approached the company and Garner said he knew of her because of her many years working with Denitech Corp., a company in Dallas and Fort Worth that was in the same industry. Her reputation for getting and keeping large clients was part of the reason the company was interested in the deal, he said.

Although Knight is now the president and CEO of Imagetek, Garner is remaining on the leadership team as executive vice president.

Knight said Imagetek can serve clients better because it is slightly smaller than some of the large chain companies. Currently, there are about 30 employees at Imagetek, and all of its operations are locally based.

"We're going to go in and not say, 'Choose from these four options.' We're going to say, 'What are you looking for?'" she said.

Garner said there's also a strong sense of corporate responsibility, since a client who has a problem will call directly to the main office.

"The buck kind of stops here," he said. "People have the opportunity to pick up the phone and call the owner and say, 'I've got a problem here, can you fix it?' As an owner, you have a responsibility to do it."

Knight said the high level of service offered by Imagetek is what sets it apart from other companies that may be able to

has changed the way companies approach potential clients.

"You're trying to streamline an office function, or functions, instead of just selling a copy machine," he said. "You have to have a lot more information about how to sell those solutions."

Many of the smaller, local document management companies have also been acquired and/or merged into large chains, Knight said. Despite changes in the business landscape, though, Imagetek will always be in demand, she said.

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—Nina Knight,  
president and CEO of Imagetek

offer lower prices but not the same customized solutions.

"We cannot compete on price alone," Knight said. "You get what you pay for, especially in an industry where you rely so much on the service and the technical support."

Garner said it's not just local companies that want good customer service; it may matter even more for large companies because a problem may be amplified just due to the size of operations.

Both Knight and Garner said the industry has changed considerably over the past several decades. Garner said advancing technology and machinery

"It's a product that every industry needs," she said. "No matter if it's a recession or how the economy is, there's always a need for these sorts of products and services."

Knight said she is sure the company can become the premier business document company in North Texas, and Garner said he was pleased with the deal and is looking forward to the future of the company.

"They got a diamond in the rough," he said.

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