

By Matt Ottinger



Elkhart has proven to be an ideal headquarters for U.S. Business Systems since it launched over 30 years ago.

Putting the Customer First

U.S. BUSINESS SYSTEMS

“My brother and I both worked for other companies in the business ... we were groomed on making customers happy, listening to their needs and fulfilling those through equipment repair.”

– Ron Hulett
President and CEO
www.usbus.com

Over three decades of success

- Founded in 1992
- Headquartered in Elkhart with a sales office in St. Joseph, Michigan
- Staff size: 26
- IT and print support for northern Indiana and southwest Michigan businesses

Wide array of clients

- Manufacturers in Elkhart, including leading RV maker Forest River
- Public schools in Michigan
- Attorneys, accounting firms and more

Kudos

- Voted Best Place to Purchase Office Equipment & Supplies and Best IT Consulting Firm by Greater South Bend Michiana Business Group many years in a row
- Named Business of the Year by the Greater Elkhart Chamber of Commerce in 2018
- Ranked as an Elite Dealer by industry publication *ENX Magazine* every year since 2016

“We continue to focus on delivering superior customer service with integrity, to invest in our people so that they learn and grow and to strive every day to be a better version of who we are.”

IT and print services are its specialty, but the company’s ultimate focus is customer service. It’s a philosophy that has served its founders and staff well for many years.

IT promises

- Quick response (one hour or less); experience (professional technicians with five to 10 years of experience); one-stop shop; comprehensive project management; no “geek speak”; 100% satisfaction guarantee

Core values

- Provide superior customer service delivered with integrity
- Always act professionally
- Invest in yourself; continuously learn and grow
- Strive for your personal best
- Be a good citizen

Goals

- Currently brings in \$5-6 million per year in revenue with future goal of getting to \$10 million

“We certainly do have some pretty aggressive growth goals in a couple of different areas. The print space is almost a fixed entity, although there are new clients or new companies that open up from time to time. It’s more about expanding our footprint with those clients.”

