

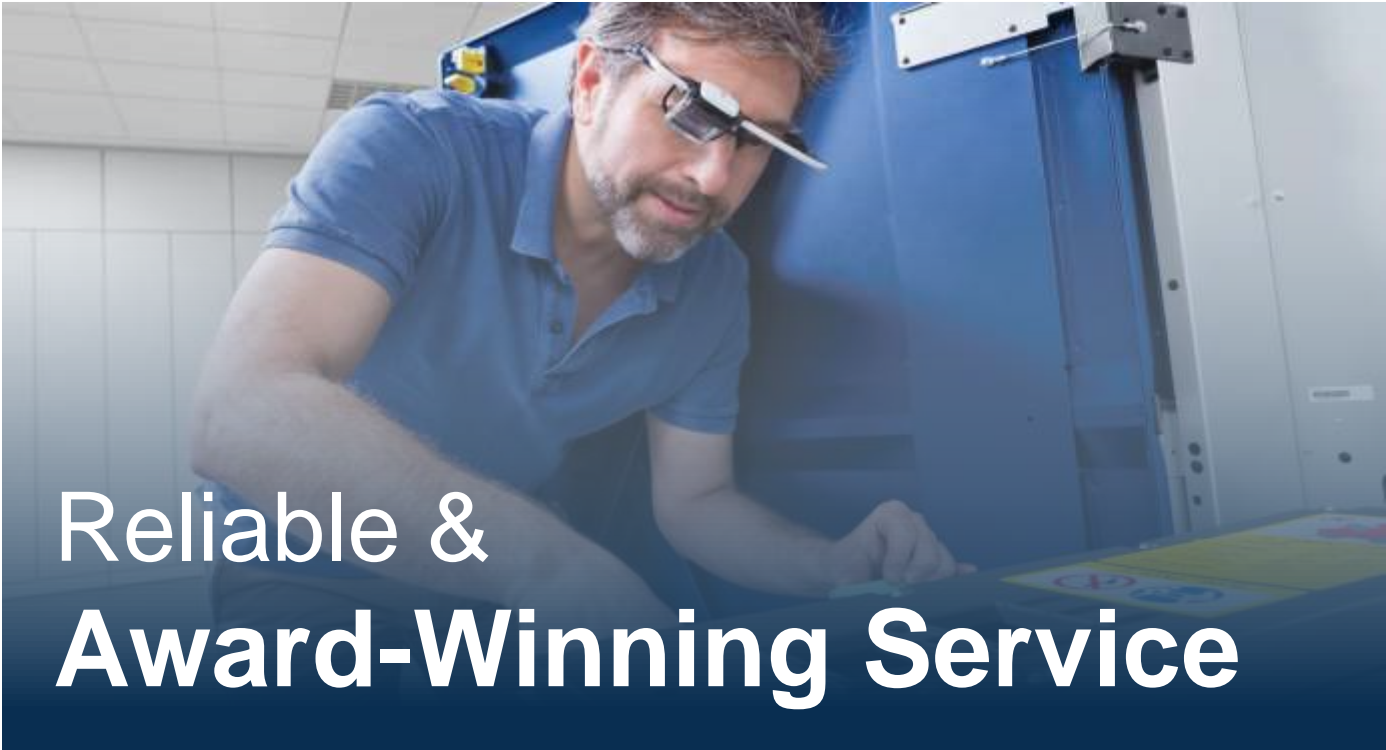


OFFICE TECHNOLOGY PROPOSAL

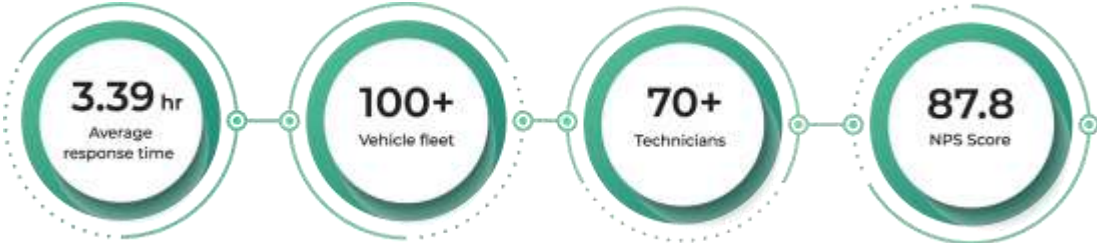
Prepared By: James Holt

Proposal Prepared For:





Reliable & Award-Winning Service



We take pride in our technicians’ abilities to provide superior service to our partners, which is why we are continually helping them improve. A fundamental way we are guaranteeing this is by providing ongoing training on new processes, machines, and methods to our service technicians to ensure that they are providing our partners with the best service possible.

Traditionally, companies incentivize their technicians on how many service calls they can make in one day, leading to quick fixes that only temporarily solve the problem. To address this issue, we developed the ACP Technician Bonus Program. At ACP, we know that you want your office to run as efficiently as possible with minimal equipment downtime, and our Technician Bonus Program helps you achieve that.

In this program, we incentivize our technicians based on the amount of time between calls rather than the number of calls made per day. This approach ensures that not only is your equipment’s issue resolved correctly the first time, but that future problems are avoided as our technicians perform preventative maintenance to provide maximum equipment uptime.



SUPPORT & COMMUNICATION

COMMUNICATION AS A PART OF THE ONGOING MAINTENANCE/SERVICE EXPECTATIONS

Equipment ID Tags

All equipment is labeled with the local number to call in order to place a service call along with a unique ID number for the specific device. This allows our service team to quickly ascertain the device and customer information associated.

Phone Support Line

ACP will supply a local or toll-free phone number to cover all service calls, troubleshooting, supply orders, and inquiries regarding installation and delivery status. ACP will staff the support line Monday through Friday from 8:00 AM to 5:00 PM.

Service Calls

ACP's Service Dispatch team fields calls live, or customers can leave a message. If the dispatcher takes the call live, the call is recorded and sent immediately to the field technician based on GPS coordinates. If the call goes to voice mail, dispatch will respond within 30 minutes.

Technical Call Within the Hour

The ACP technician is required to contact our customers within one hour to gather additional information and potentially fix the issue via the phone or provide an ETA of their arrival if the call requires on-site assistance.

Technician On-Site Arrival

Response time is measured starting from the time that the service call is placed with ACP and ends when the ACP technician arrives at the location.

Follow-up Surveys

Customer Service provides surveys and follow-up calls in order to assure that our customers are pleased with the way All Copy Products has responded to their call. All in-bound service calls are recorded for training purposes.



ACP PREVENTATIVE MAINTENANCE

To optimize equipment performance, ACP offers proactive preventative maintenance. We monitor uptime on each machine and schedule proactive preventative maintenance calls. This keeps your system performing at its best and eliminates the need for most service calls, saving you valuable time and resources.

We also encourage what we refer to as the “total call” approach. When your technician visits your device to resolve the issue at hand, they do a full diagnostic on the device to identify any future issues. They are encouraged to proactively resolve foreseen parts wear and failure.

ACP Response Time Average

ACP guarantees a four-hour average response time for all service calls, averaged quarterly with a three-call minimum. Our technicians have their own territories and become very familiar with the customers that they service. When a critical situation comes up, the technicians communicate their ETA and help diagnose the issue over the phone.

ACP Uptime Process

ACP guarantees 95% service uptime for equipment and 95% uptime for each individual unit. Equipment uptime is calculated using a nine-hour workday (8:00 AM – 5:00 PM), Monday through Friday, and 22 workdays per month, which is 198 working hours per month. Equipment that is “down” will be described as being unable to complete fax/print/scan requirements.

Reporting

Whether as a part of your account reviews or requested one-off separately, ACP will provide a current report in. This report will include department/jobsite name, location of equipment, manufacturer, model, serial number, and volume (images)/per month.

TECHNICIAN BONUS PROGRAM

Our top priority is to reduce downtime for our clients, so they can focus on what matters most—running their business.

How do we win so many awards?

ACP has advanced our position in the office equipment and services market by partnering with a national consulting firm, BEI Services. BEI's goal is to streamline customer service channels by reducing customer downtime and compensating service technicians for their hard work.

Putting our Clients First

All Copy requires each technician to take a “total call” approach rather than just repairing the issue at hand. For example, if your machine is misfeeding but will soon need the drum replaced, our technicians will replace the drum on the current call rather than return a few days later. This benefit allows your machine to keep running more consistently and lets you concentrate on your core business rather than worry about your office equipment.

Our technicians receive bonuses on a commission structure based on the number of copies you produce between service calls, which gives them incentive. The more copies you produce between service calls, the greater the bonus the technician receives for his outstanding work. This solution allows us to rank our technicians according to how well they are performing. The best technicians have the ability to earn bonuses every month, helping to ensure that our technicians have a higher level of job satisfaction. In turn, this helps eliminate technician turnover—allowing All Copy Products to have the most knowledgeable and reliable technicians around. This not only gives them incentive to improve but allows us to allocate our service training dollars to the areas that need the most attention.

We split our technicians into territories, giving them a consolidated area to cover each day. This gives us the ability to reduce our average response times.



PROs Elite 100

ACP is proud to be the only PROs Elite 100 certified dealer in our market. ACP was awarded the PROs Elite 100 status because of our dedication to providing world-class service to our partners. In order to be considered for this nationally recognized service award, PROs performs an intensive, ongoing audit of all service-based activities and results.

Overseen by the PROs proprietary Performance Improvement Virtual Operations Tools (PIVOT), ACP's service was analyzed to ensure that all of our partners receive consistent, quality care. A couple of the factors considered before awarding PROs Elite 100 status are:

Minimum Uptime

95% minimum uptime resulting from technician servicing and training techniques that are audited by PROs Elite 100.

On-Hand Parts

92% of the time, technicians should have the correct parts on hand for fixing any problem a piece of equipment may be facing.

We are proud to have been awarded this distinguished title and will continue to improve our service programs daily.

BEI Services Diamond Level Award

At ACP, our mission is to provide each of our clients with exemplary service and support, while maintaining highly competitive pricing to help keep your out-of-pocket expense low. To make this possible, we partner with NEXERA - the industry's leading performance analysis company. Our partnership with NEXERA allows us to track all aspects of service performance. This ensures maximum uptime for your machine(s), rapid service response times, and quality service calls resulting in fewer service visits.

Smarter Service Competitive Pricing

Higher performance standards lead to lower service costs, and that savings is passed directly onto you.

Our Technicians Setting the Standard

When your office machines are out of service, so is your business. You rely on your office equipment to be in perfect, working condition at all times. But, eventually your machines will require repairs or maintenance, and you'll want professional and proactive service from qualified technicians.

Unlike other companies, our technicians are graded monthly in a number of key performance areas to ensure that our clients get better, faster, and more reliable service. Grading our technicians allows us to track performance and achievement while remaining one step ahead of the competition in customer satisfaction. To ensure unbiased accuracy in the grading process, we partner with NEXERA, a third party performance analysis company.



Sponsorships & Partners



Awards & Accolades

- PROs Elite 100 (2010 – 2020)
- Inc. Magazine – Inc. 5000 (2006 – 2017)
- Denver Business Journal – Top 100 Private Companies (2012 – 2020)
- Denver Business Journal – Fastest Growing Private Company (2012 – 2016)
- Denver Post – Top Places to Work (2013 – 2016)
- Office Dealer Magazine – Elite Dealer (2007 – 2020)
- Sharp – Hyakuman Kai Award (2007 – 2020)
- ENX Magazine – Elite Dealer Award (2016 – 2019)
- Bloomberg Business Week – Inner City 100 Award (2007 – 2018)
- Konica Minolta Dealer of Excellence Award (Lifetime award)



Local Businesses We Serve

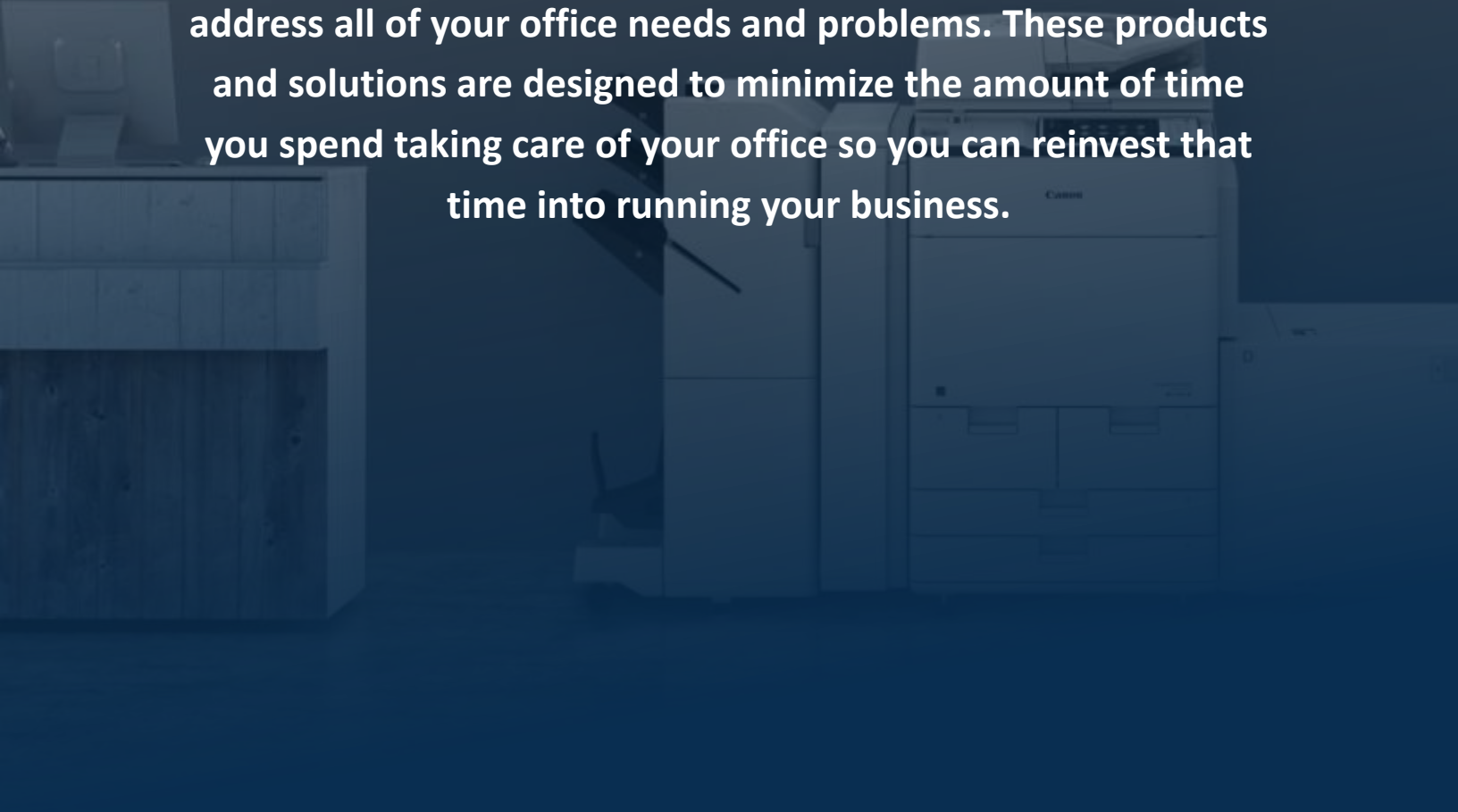
- Kansas City Chiefs
- Yarco companies
- Kansas City Public Schools
- First United Title Agency
- Franke Schultz & Mullen Law Firm
- Hallmark Cards
- Creative Planning Inc
- Genesys Industrial Corp
- Salvation Army
- RayPec School District
- Turner School District
- Eudora School District
- Turner Construction
- Midwest Rubber Industrial Inc
- Kristen Malfer & Associates LLC
- Jackson County Missouri Municipality
- City of Lake Winnebago
- Infiniti of Kansas City
- Emcompass Medical Group
- Examinetics Inc
- Boys & Girls Club of Lawrence
- Block Real Estate Services
- SelectQuote
- Grandview School District
- Louisburg School District





PRODUCTS & SOLUTIONS

ACP offers a wide variety of office equipment and solutions to address all of your office needs and problems. These products and solutions are designed to minimize the amount of time you spend taking care of your office so you can reinvest that time into running your business.





Office Equipment

- Multifunctional Printers
- Desktop Laser Printers
- Label Printers
- Wide Format Printers
- Production Printers
- Scanners
- Mailing Systems
- Interactive SMART Boards



Technology Solutions

- Document Management
- Managed Print Services
- Production Services
- Scanning Services
- Office Coffee & Water
- Digital Signage
- Office Supplies
- Facilities Management



Verticomm IT Services

- Managed IT Services
- Cloud Solutions
- Hardware & Software
- Voice Solutions
- Video Conferencing
- Backup & Disaster Recovery
- Video Surveillance
- Structured Cabling

Current Situation

Current Equipment, Costs, and Volumes:

Current Machines:

- 1 – Canon 8285; 1 Canon 8295
- 6 – Canon 6275
- 7 – Canon C5255; 2 Canon C5235; 2 Canon C2225
- 1 – Canon 4251; 5 Canon 400if

Initial Monthly Base Payment:

- \$5,575.00

After Renewal Monthly Base Payment:

- \$4,975.00

Current Monthly Volume Allowance:

- 650,000 B&W
- 0 Color

Estimated Actual Usage:

- *362,159 B&W and 17,563 Color*

Estimated Average Overage Costs per Month:

- \$878.15/mo. (color usage) billed annually

Estimated Total Current Monthly Costs – \$ 5,853.15

ACP Improvements & Solutions:

- ✓ Replace all current Canons with new and slightly used Canon equipment
- ✓ Provide an all-inclusive service package that includes all parts, labor, toner, backup toner, developer, service calls, travel time, etc.
- ✓ Right-size volume allowance to reflect a more actual usage and avoid future overages.



PROPOSED SOLUTION



Proposed Solution

imageRUNNER ADVANCE DX 8786i

(replaces 8285)

Product Description

- The imageRUNNER ADVANCE DX 8786i operates at speeds of up to 86-ppm in B&W.
- Includes a 200-sheet Single Pass Duplex Automatic Document Feeder
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint, Trace and Smooth),
- 2 x 1,560-Sheet Paper Drawers, 2 x 570-sheet Paper Cassettes,
- 100 Sheet Stack Bypass
- 3GB of RAM, 250GB HDD with encryption, and USB 3.0/2.0 connectivity.
- Wireless LAN, Remote Operator's Software Kit, McAfee Embedded Control and other Standard Security Features.




Hardware Accessories

Staple Finisher-AC1



Offers three output trays holding up to 3,500 sheets. Corner and double stapling up to 65 sheets, Staple-free Stapling up to 4 sheets, and a manual Staple On Demand function.

Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE DX 8786i	26.38	30.31	46.65		
Staple Finisher-AC1	20.75	24.53	45.79	None	
n/a	-	-	-	None	
Total	47.32	30.31	46.65		

Proposed Solution

imageRUNNER ADVANCE DX 8795i

(replaces 8295)

Product Description

The imageRUNNER ADVANCE DX 8795i operates at speeds of up to 95-ppm in B&W.

- Includes a 200-sheet Single Pass Duplex Automatic Document Feeder
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint, Trace and Smooth)
- 2 x 1,560-Sheet Paper Drawers, 2 x 570-sheet Paper Cassettes, 100 Sheet Stack Bypass,
- 3GB of RAM, 250GB HDD with encryption
- USB 3.0/2.0 connectivity. Includes uniFLOW Online Express, Universal Login Manager (ULM), Wireless LAN, Remote Operator's Software Kit, McAfee Embedded Control and other Standard Security Features.





Hardware Accessories

Staple Finisher-X1



Offers three output trays for a total of 4,250 sheets. Corner and double stapling up to 100 sheets

Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE DX 8795i	26.38	30.31	46.65		
Staple Finisher-X1	25.75	30.12	40.94	Yes	
uniFLOW Online Express	-	-	-	None	
Total	52.32	31.42	46.65		

Proposed Solution

imageRUNNER ADVANCE DX 6765i

(replaces 6275)

Product Description

The imageRUNNER ADVANCE DX 6765i operates at speeds of up to 65-ppm in B&W

- Includes a 200-sheet Single Pass Duplex Automatic Document Feeder
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint),
- 2 x 1,560-Sheet Paper Drawers, 2 x 570-sheet Paper Cassettes, 100 Sheet Stack Bypass
- 3GB of RAM, 250GB HDD with encryption, and USB 3.0/2.0 connectivity
- Universal Login Manager (ULM), Wireless LAN, Remote Operator's Software Kit, McAfee Embedded Control and other Standard Security Features.




Hardware Accessories

Staple Finisher-AC1



Offers three output trays holding up to 3,500 sheets. Corner and double stapling up to 65 sheets, Staple-free Stapling up to 4 sheets, and a manual Staple On Demand function.

Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE DX 6765i	26.38	30.31	46.65		
Staple Finisher-AC1	20.75	24.53	43.27	None	
uniFLOW Online Express	-	-	-	None	
Total	47.32	30.31	46.65		

Proposed Solution

imageRUNNER ADVANCE C5560i

(replaces C5200's)

Product Description

The imageRUNNER ADVANCE C5560i operates at speeds of up to 60-ppm in B&W and Color.

- Includes a 150-sheet Single Pass Duplex Automatic Document Feeder Color Image Reader,
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint)
- 2 x 550-sheet Paper Cassettes, 100 Sheet Stack Bypass
- 1 x 2450- sheet Paper cassette (Letter only)
- 4GB of RAM, 250GB HDD with encryption, Drum Units, 1000Base-T/100Base-TX/10Base-T and USB 3.0/2.0 connectivity. Includes Universal Login Manager (ULM), Wireless LAN, and Remote Operator's Software Kit.



Hardware Accessories


Staple Finisher-Y1

Offers three output trays for a total of 4,250 sheets. Corner and double stapling up to 100 sheets



2/3 Hole Puncher Unit-A1

punches 2 or 3-holes in pages one sheet at a time

Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE C5560i	24.41	29.21	37.40		
High Capacity Cassette Feeding Unit-A1	24.41	27.56	9.88	None	
Universal Login Manager	-	-	-	None	
Total	24.41	29.21	47.28		

Proposed Solution

imageRUNNER ADVANCE 4551i (replaces 400if)

Product Description

- The imageRUNNER ADVANCE 4551i model operates at speeds of up to 51 pages per minute (LTR) in B&W. Includes a 150-sheet Single Pass Duplex Automatic Document Feeder
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint),
- Two 550-sheet Cassettes, 80-sheet Stack Bypass
- 4GB of RAM, 250GB HDD, Drum Unit, 1000Base-T/100Base-TX/10Base-T and USB 3.0/2.0 connectivity. Includes Universal Login Manager (ULM), Wireless LAN, and Remote Operator's Software Kit, HDD encryption.



Hardware Accessories


Staple Finisher-Y1

Offers two output trays holding up to 3,250 sheets: Corner and double stapling up to 50 sheets, Staple free Stapling up to 4 sheets, and a manual Staple On Demand function up to 50 sheets.

2/3 Hole Puncher Unit-A1

punches 2 or 3-holes in pages one sheet at a time



Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE 4551i	23.11	29.13	37.20		
High Capacity Cassette Feeding Unit-B1	22.24	25.59	9.76		
Universal Login Manager	-	-	-	None	
Total	23.11	29.13	52.20		

Proposed Solution


imageRUNNER ADVANCE C355if (replaces C2225)

Product Description

- The imageRUNNER ADVANCE C355iF operates at speeds of up to 36-ppm in B&W and Color.
- Includes a 100-sheet Single Pass Duplex Automatic Document Feeder, Color Image Reader
- PCL/PS/UFR II printing and Color Universal Send (Compact PDF, Searchable PDF/XPS, Office Open XML Word and PowerPoint)
- 1 x 550-sheet Paper Cassette, 100 Sheet Stack Bypass,
- 3GB of RAM, 250GB HDD with encryption
- 1000Base-T/100Base-TX/10Base-T and USB 3.0/2.0 connectivity. Includes Universal Login Manager (ULM), Wireless LAN, and Remote Operator's Software Kit.



Hardware Accessories

Product name	Net component size			Additional Power Supply	Plug Image
	W	D	H		
	inch	inch	inch		
imageRUNNER ADVANCE C355iF	20.12	25.63	25.16		
Universal Login Manager	-	-	-	None	
Total	20.12	25.63	25.16		

Investment Analysis

Total Investment *(Includes all equipment and services)*

- **60-Month 90 day deferred FMV Lease – \$4,948.00**

New ACP CPC Rates

Black & White – \$.005

Color – \$.045

All-Inclusive Maintenance Agreement

Includes 415,000 B&W and 0 color copies/prints per month

- All Service, Parts, and Labor
- All Toner and Developer
- Backup Toner
- All Travel Time
- Hardware Installation
- Ongoing Training
- Networking



Thank You

When I purchased ACP back in 1999, I did so because I could see the potential that this organization had and how it could grow to assist businesses across a variety of industries.

Today, I am amazed at all ACP has accomplished due to our incredible employees and customers. Starting out as a small copier dealer, we now have the ability to help our partners accomplish their business goals by serving as their all-in-one office solutions provider. At ACP, we take pride in the service we provide and are always looking for new and innovative ways to help those who partner with us excel. Thank you for your time and considerations—we are excited about the chance to partner with you and your organization.

Brad Knepper



ACP President & CEO

www.allcopyproducts.com

Your Complete Office Technology Solutions Provider