



**COPIERS
NORTHWEST**

New Ideas. New Solutions.

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Custom Solutions From Your Local Business Partner

When you partner with Copiers Northwest, you are aligning your business with a premier, nationally-recognized dealership. For over 25 years, Copiers Northwest has helped Pacific Northwest business people manage change, streamline workflow and control document related expenses.

Since the beginning, Copiers Northwest's commitment to our customers has been to provide innovative programs, flexible systems and strong guarantees to make sure their offices operate efficiently and more cost-effectively. To maintain our role as an industry leader, Copiers Northwest has continually invested in people, education and technology to help customers be more competitive and achieve their goals and business objectives.

Copiers Northwest represents the world's leading manufacturers of document output and document management technology. When you combine that with our national service capabilities and reputation for innovation, Copiers Northwest is uniquely positioned to be the single source provider to Pacific Northwest businesses of all sizes.

It's been said to be successful in business, you must align yourself with successful people.

Copiers Northwest's track record of producing proven solutions and powerful results means you can count on us to search for new opportunities to help your business maintain or establish the leadership role in your industry.



PrintSmart™

Most businesses have no idea what they are spending on office technology because service, supply costs, repairs, Help Desk costs, print driver maintenance, equipment purchases and depreciation are buried in multiple budget line items.

However, industry experts have concluded that office printing consumes an average of 3% of a company's annual revenues. In addition, 30% of all IT/Help Desk calls and 55% of network traffic are printing related.

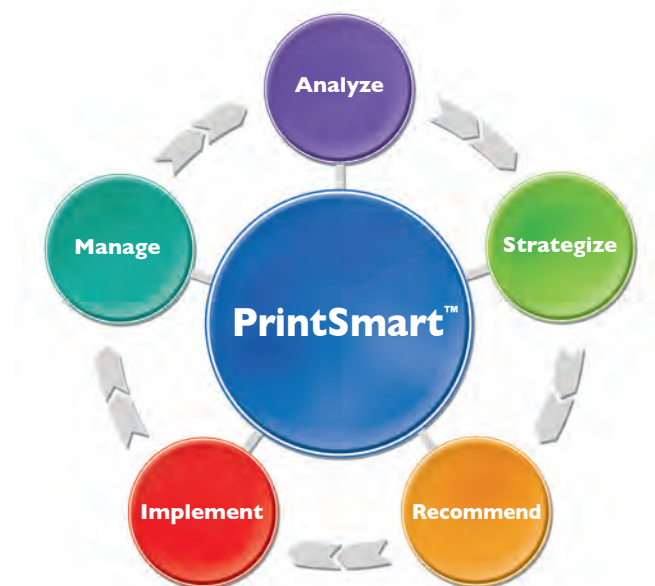
It's a fact that document output costs are significant and growing. To make matters worse, color printing is increasing which is noteworthy because color can cost ten times that of black and white. **PrintSmart** allows you to bundle all your document output devices into one package, with one invoice, one low cost per print and one point of accountability. **PrintSmart** frees up your IT staff to focus on strategic initiatives and other business enhancing processes instead of trouble-shooting and fixing printers or running to the local office supply store to purchase toner cartridges.

PrintSmart: An Easy, Customer Friendly Process

1. **Analyze** — To take advantage of Copiers Northwest's managed print services expertise and our knowledge of document creation and workflow, your initial step is a **DocuStudy**. The Copiers Northwest **DocuStudy** is a comprehensive evaluation of your company's current printing environment. We analyze your workflow, provide a detailed map of your printer assets, count your supply inventory and report back on the associated output volumes.
2. **Strategize** — Following the **DocuStudy**, our team of experts present our findings which include addressing your current Total Cost of Ownership (TCO) and usage levels for all network output devices, pointing out redundant and costly-to-operate printers and reviewing user needs and unique applications.



3. **Recommend** — Armed with detailed information, our team collaborates to create recommendations to optimize your environment. Our recommendations don't necessarily include placing new equipment. We have found that our [PrintSmart](#) program is often effective when recommending simple repositioning of underutilized systems, leveraging workgroup opportunities and bundling your existing fleet of printers and MFP's into one uniform, cost-effective, easy to budget program.
4. **Implement** — The implementation process is simple since we are using most of your current output devices. If new systems are required, they are installed by our team of print experts and print drivers are added to all end-user systems to route jobs to appropriate printers or MFP's. Before implementation is complete, internal meetings are recommended with your IT staff to assure network standards and security requirements are met. Then, using the same software that collected the initial data, monthly meter reads are forwarded to Copiers Northwest, eliminating that burden for our customers.
5. **Manage** — With the monitoring system in place, our goal is to continuously improve your printing operations. We meet with our [PrintSmart](#) clients regularly to review our invoicing and billing procedures, chart our performance, address growth needs and refresh aging technology to further optimize efficiency.



Simply put, [PrintSmart](#) allows you to outsource all the headaches associated with printers. You can convert unknown variable costs into fixed costs, eliminate capital expenditures, reduce IT involvement, eliminate printer downtime and improve employee productivity and business efficiency while potentially reducing costs.

Document Management

With a scanning, storage and retrieval system from Copiers Northwest, your business can reduce its dependency on paper and help protect our environment.

Copiers Northwest's Document Management solutions are helping Pacific Northwest businesses increase productivity, improve customer service and become more eco-friendly while saving money. Copiers Northwest offers a full range of scanning, storage and retrieval solutions. With software partners like Microsoft's SharePoint software and several others that complement our Subject Matter Experts, Copiers Northwest can help any size business streamline workflow and allow customer-related documents to be accessed within minutes, even seconds.

- Eliminate the need for off-site storage and filing cabinets
- Make employees more productive and reduce dependence on paper.
- Cut labor costs through process automation
- Access documents from anywhere via the Internet
- Minimize printing, storage and distribution costs
- Improve proprietary information security



Peace of Mind Guarantees

While many competitors have eliminated guaranteeing their performance and the performance of the products they represent after the sale, we want our customers to feel secure in selecting Copiers Northwest as their partner. Our goal is to provide total customer satisfaction, so our ultimate desire is that you never use the guarantees. However, you have Peace of Mind knowing that if something does go wrong, you have written assurance that we will make it right.

- Can't Go Wrong Guarantee
- Never Down Guarantee
- Uptime Guarantee
- Lifetime Guarantee
- Rapid Response Guarantee
- Free Installation Guarantee
- Training Guarantee
- Supplies Guarantee
- Money Back Guarantee

Ask your account manager for details



Technology

Businesses are like fingerprints; no two are exactly alike. That's why it is essential to match the right document imaging technology to the specific requirements of your company.

Manufacturer-direct organizations are required to sell only their product, whereas Copiers Northwest offers document output technology from several world-leading manufacturers. This allows us to place the right solution for each specific circumstance without concern for who manufactured it.

With over 25 years of experience, Copiers Northwest has the skill, knowledge and product mix to assist any size business, big or small.

Our Technology Solutions



Production Print

When it comes to the high performance, high demand world of production printing, savvy decision-makers understand the value of the servicing vendor behind the equipment. They look for experience, financial stability and most importantly, a dedication to their business and uninterrupted productivity. Copiers Northwest has a national service reputation. For over 25 years, Copiers Northwest has supported these products with a skillful, manufacturer-certified technical group backed by a knowledgeable, tenured management team. We represent the most powerful and productive digital production equipment on the market today. Armed with these unsurpassed digital workhorses and our world class staff, Copiers Northwest has assumed the leadership role in providing the finest service and support available.

Whether you're in a print for pay, commercial print, direct mail or in-plant environment, Copiers Northwest is properly positioned to be your production print partner.

- Premier Pacific Northwest technology dealer
- Experienced and knowledgeable production print support team
- Commitment to people, training and resources required to support high performance / high volume devices
- Award-winning service with a proven track record



Integrated Solutions Group

Whether you outsource or utilize on-staff personnel to support your IT function, reliability, security and cost control are essential to maintaining continuity and profitability within your business. Copiers Northwest has always made the investment in people and systems to remain ahead of the technology curve. With customers becoming more solution focused rather than hardware, it's important that we understand how each and every product integrates with your network and contributes to a productive workflow environment.

Copiers Northwest's team of experienced, highly trained Subject Matter Experts is your assurance that the technology we represent will function successfully and with maximum uptime. In addition, our alliances with premium software and hardware vendors allows us to address the unique needs of practically every Pacific Northwest industry and to implement custom solutions that are only available from your local business partner.

Our Help Desk exists to assist customers with questions, problems or concerns and may be accessed by phone or the Internet.



Environmental Responsibility

Protecting our environment requires everyone's participation. At Copiers Northwest, we have embraced this opportunity. Additionally, we have the wherewithal to make a difference due to our leadership role in the local business communities we serve and we accept this responsibility. We have aligned ourselves with ISO 14001 manufacturers and we work with our customers to enforce and enhance their "green" initiatives so they too are recognized as responsible corporate citizens.

- We created PrintSmart, our managed print services program, to enable customers to have a more efficient printing environment
- We ensure all equipment can be de-manufactured
- We reuse parts still in "cycle of life" quality
- We encourage customers to keep documents in electronic form and print on both sides of the paper for lengthy documents or whenever possible
- We represent only manufacturers that qualify for the ENERGY STAR label
- We recycle end-of-life copiers locally
- We offer a selection of remanufactured and refurbished products, including recycled toner cartridges

In addition to the demands we've placed on our manufacturers and the assistance we're providing customers, Copiers Northwest has taken the necessary steps internally to make sure we are recognized as an eco-friendly corporation.

- Installed solar hot water heating
- Switched to LED bulbs
- Use 100% recycled Gray's Harbor paper and 100% non-bleached recycled paper towels
- Placed plastic and aluminum recycling bins in all facilities
- Our distribution center has a recycling center for packaging materials and spent toner cartridges
- Purchased environmentally friendly vehicles like our Smart Car





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Sales 866-692-0700

Service 800-244-6405

www.copiersnw.com