



***Specialized Purchasing Consultants***

PO Box 190

Gorham, NH 03581

(800) 750-1538

[www.spccopypro.com](http://www.spccopypro.com)

# **2013-14 Annual Report**

## **Year - End Photocopier Analysis**

**With projected costs for 2014-15**

Laurie Smith  
Kennebunkport, Town of  
P.O. Box 566  
Kennebunkport, ME 04046



**Specialized Purchasing Consultants Corp.**  
*Serving Maine & New Hampshire since 1988*

September 2014

Skip Tilton  
President

Corporate Office:  
PO Box 190  
Gorham, NH 03581  
(800) 750-1538  
(866) 281-7596 Fax

Laurie Smith  
Kennebunkport, Town of  
P.O. Box 566  
Kennebunkport, ME 04046

Dear Laurie:

VISIT US ON THE WEB:  
[www.spccopypro.com](http://www.spccopypro.com)

Our staff at SPC would like to extend their gratitude for allowing us to provide beneficial services to you and your organization for the past *12 years*. Over the last two years, SPC has made major improvements to your services without increasing our cost to you. We hope you have experienced and enjoyed the benefits.

Since our inception in 1988, we have always strived to maximize your savings while improving productivity and reliability. As a major part of our services, **SPC STAR Doc.**, \* which was designed to predict both your year-end cost as well as set up your next year's budget as soon as January 1st, is fully functional. New features include...

- Mapped devices show a before and after Upgrade floor plan
- Devices not reporting are now factored into your budget so that you have a more accurate forecast
- Non-contracted devices are now flagged with potential cost savings

\*Feel free to ask for a more detailed explanation

New to this year's Annual Report is a section for warranty replacements and equipment complaints that have taken place during the previous year. This will flag problem locations that may or may not need to be eventually upgraded. As always, the overview of your equipment usage and status for the past fiscal year is included. Recommendations are provided to address potential problem areas to avoid needless down time and improve equipment reliability for years to come.

Thank you again for allowing SPC the opportunity to be of service. We look forward to our personal presentation of this year's annual report.

Sincerely,

Skip Tilton  
President

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## ***The SPC Team...***

***would like to personally thank you for your continued trust and confidence!***



***Skip Tilton, President***

***Billie Jo Tilton, Vice President***

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of over 87 clients (3,800+ machines with 1.6 billion prints over five years). Together, we have realized the lowest prices possible while improving the quality of your service and equipment.



***Paul Garozzo***

***General Manager***

As General Manager my goal is ensure our clients are pleased with our services and also provide solutions that are efficient, productive and reduce cost. With my 23 years in the copier industry, I will use my experiences to achieve this goal. In addition, I will be utilizing our new SPC STAR Doc system to further enhance SPC services. Clients will now have the benefit of visually seeing where all their devices are located and project future expenses. I could not be more excited to join the SPC team.

***Glen Fortier***

***Auditor, Electronic Specialist & Equipment Implementation***

With 24 years of experience in the electrical field, I look forward to continually meeting and helping all of you with your reprographic needs. It is my sincere commitment to ensure all machine changes are as smooth as possible.



***Sue Penney***

***Administration & Finance Manager***

SPC is committed to providing cost-effective and reliable reprographics platforms to our community of clients. My 20+ years of experience in corporate management will be key in strengthening the relationships between SPC's clients and vendors. I will be focused on responding to your inquiries with the goal of solving any issues that may arise in a timely and efficient manner. Providing quality customer service is my top priority.

***Alex Webster***

***Director of Customer Relations***

It is a great pleasure for me to join the SPC team. One of my responsibilities involves creating detailed maps of your copiers and printers and will be assisting the team in monitoring all of your equipment. My background as a Network Technician and my experience in Customer Service will allow me to give our clients the level of service that they have come to expect from SPC. It is my personal goal to aid in fulfilling each and every promise made to our valued clients.



## The SPC Team Continued....



**Robert B. Dutil**

*Director of Information Technology*

I have been working with SPC since February 2000. SPC's honesty, work ethics and loyalty have made my experience with the company a pleasurable journey. SPC is constantly trying to improve their technology to better serve their clients. My goal has been to give our clients and associates the best tools available to allow them to be more productive. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

**Rachel Guay**

*Accounting Coordinator*

I am responsible for the majority of the accounting communications between SPC and its vendors and clients. I will rely upon my years of experience and my strong attention to detail to ensure our clients' needs are well served. It is my goal to work accurately and efficiently and to uphold the high standards of customer satisfaction that SPC has provided to their customers. I look forward to establishing a strong working relationship with each and every one of you.



**Pam Weed**

*Client-Vendor Relations*

SPC's clients are my Number One priority. When you have a question, concern, need, or problem related to equipment, service or billing, I am available to assist you in getting it resolved promptly. I am pleased to be able to act as liaison between our clients and vendors to ensure smooth transitions or quick resolutions.

**Joel Heffernan**

*Field Representative – Client Relations*

As Field Representative for SPC, I reach out to the customer to offer help as needed in and during the installation of equipment change over and in assisting in each event. Also, I bring to this company over forty years in the Copier/Printer industry. It is my goal to assure our clients a pleasant experience in using SPC's services.



**Charles Baca**

*Operational Support*

I feel privileged to join SPC and honored that I am able to work with such an amazing team. I'm here to help make sure that the SPC headquarters runs as smoothly as possible. That includes technical issues and networking matters. I also make sure that all of our clients' data are up to date and as accurate as possible. I love working at SPC because it's a challenging work environment committed to their clients.

# Equipment Health Status

Total Number of Machines:	7
Total Black Photocopiers	6
Total Color Photocopiers (including MFP)	2
Total Black Network Printers	0
Total Color Network Printers	0
Total Removed from Service:	0
# of Units OFF Warranty:	0
# of Units Approaching End of Warranty:	0
# of Units Overused:	0
# of Units Underused:	0
# of Units Connected to Network with Print and/or Scan	5
Commencement Date:	2/1/2013
# of Annual Payments Left on Lease	3
All Warranties and Service Contracts Expire:	6/30/2018
SPC's FM Audit Print Management Software Loaded	No
Printer Contract Signed	No

NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

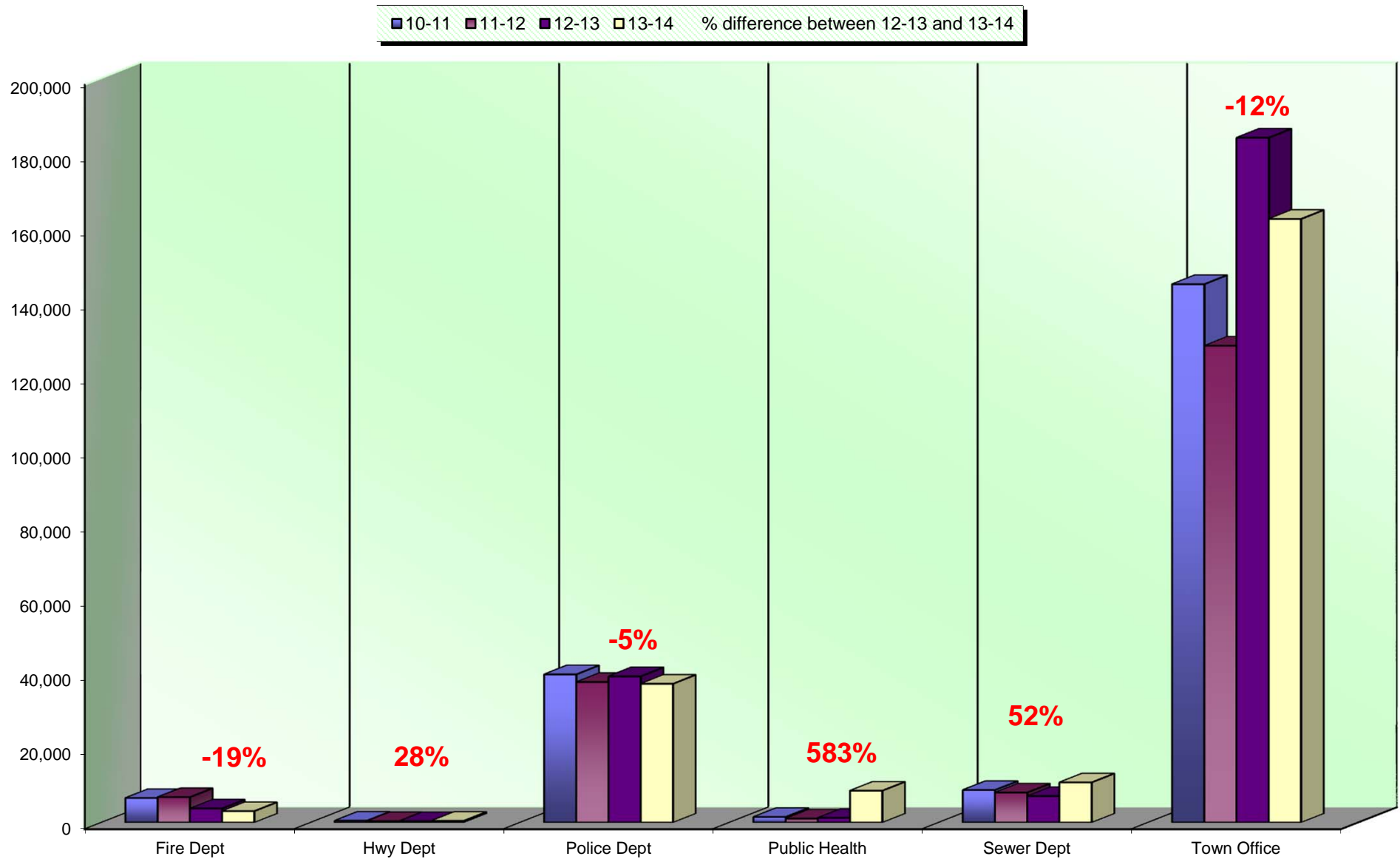
Dear Laurie,

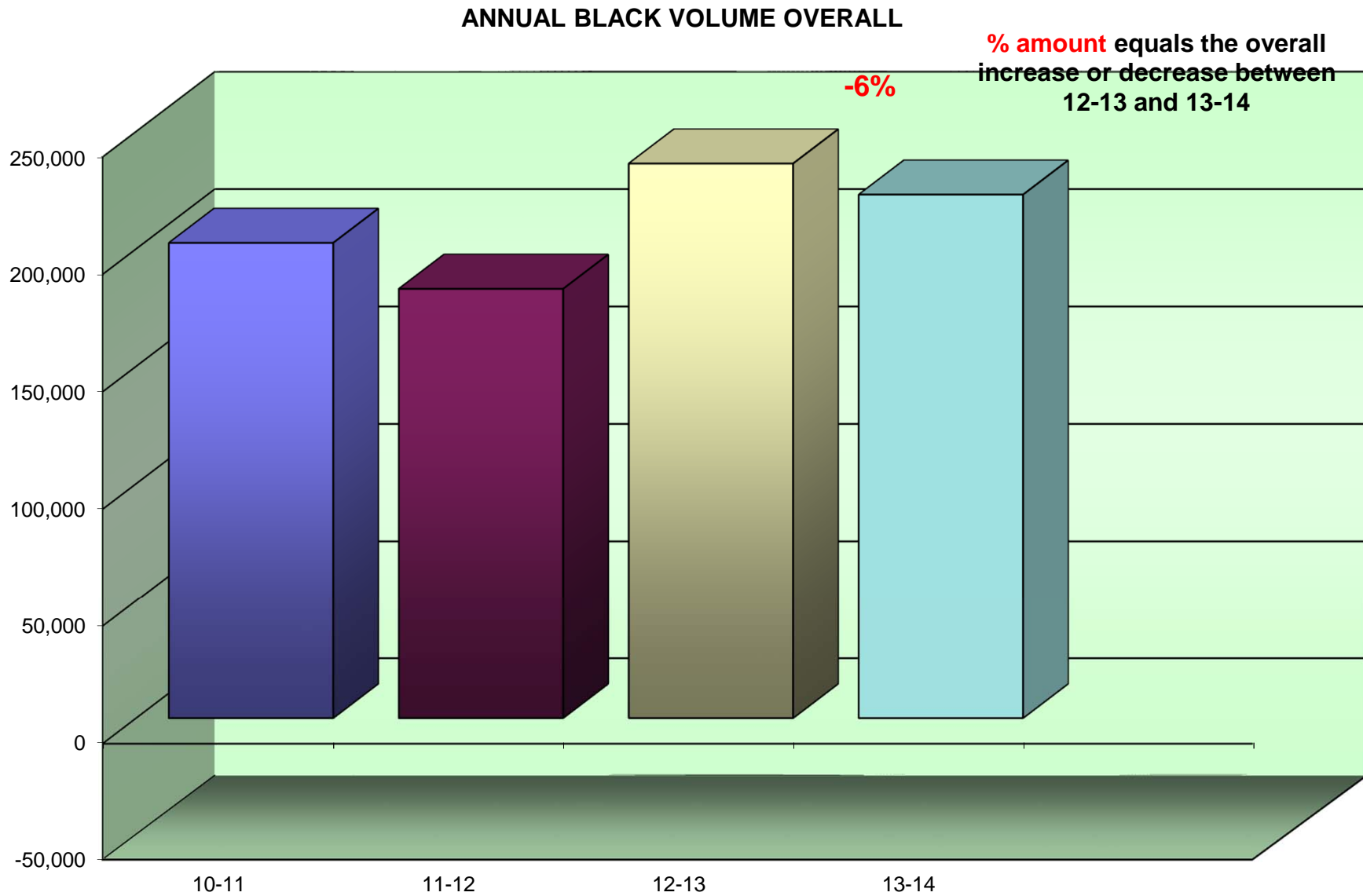
Both your black and color volume has dropped however we are only seeing thr head of the elephant. The printers are not covered by us and often are extremely expensive. You would definitely benifit from having our print management software loaded onto your network so that we can see all of your equipment and come back with an allinclusive proposal.

There is no additional charge for the software. The software will also flag low toner usage and service concerns. It will also pick up your year end meters that are necessary to do your reconcilliation invoice.

Skip

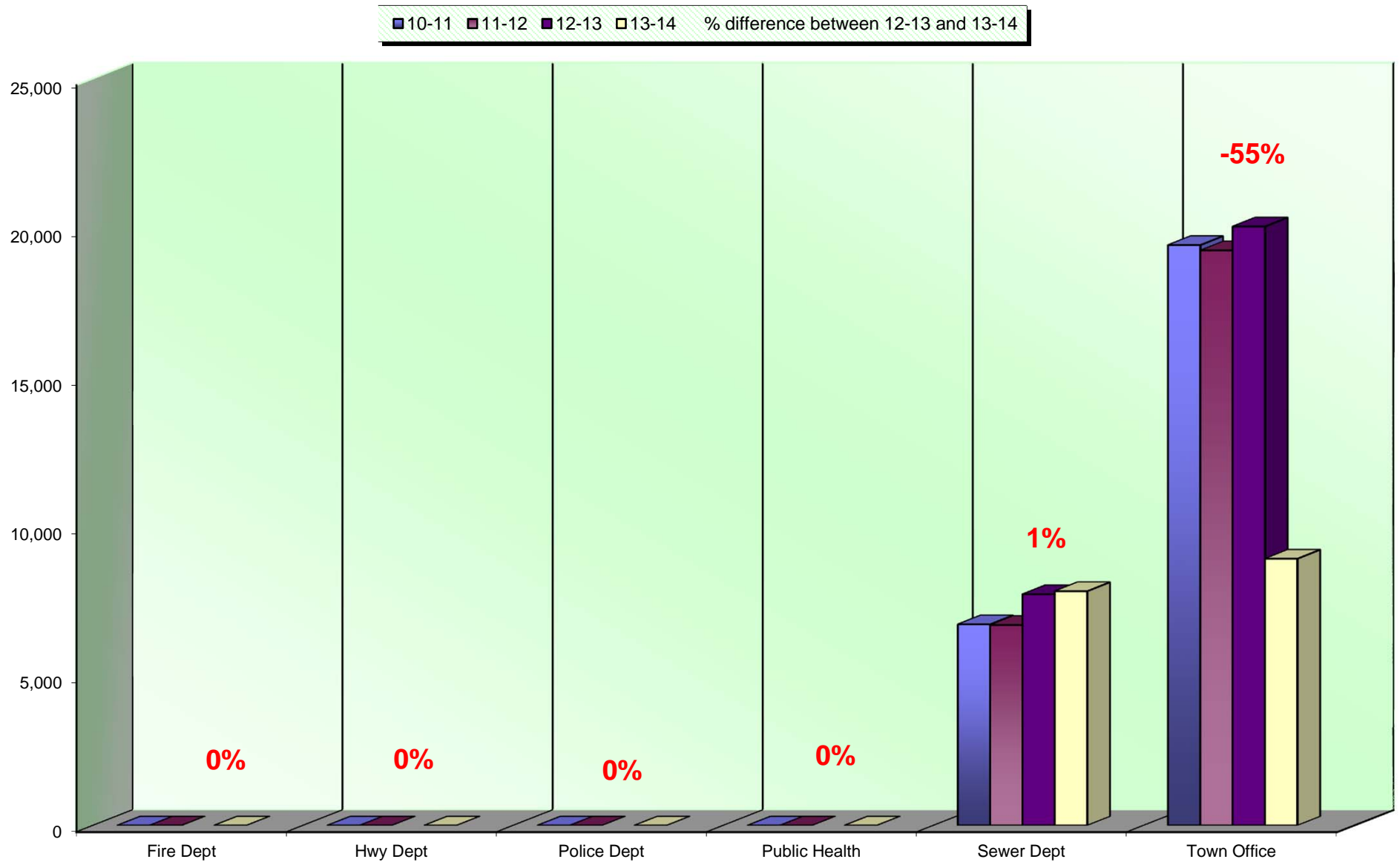
# ANNUAL BLACK VOLUME BY BUILDING

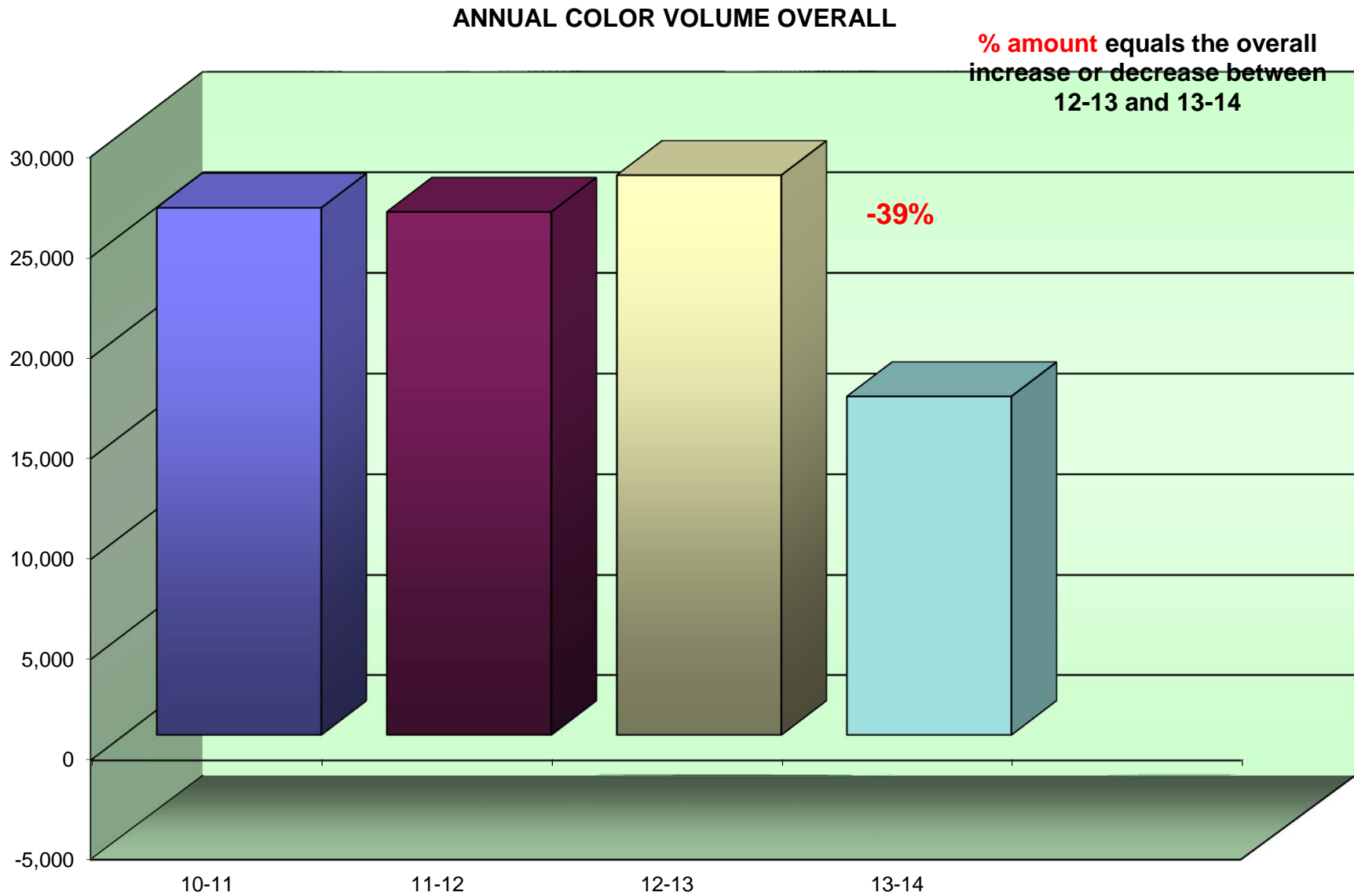




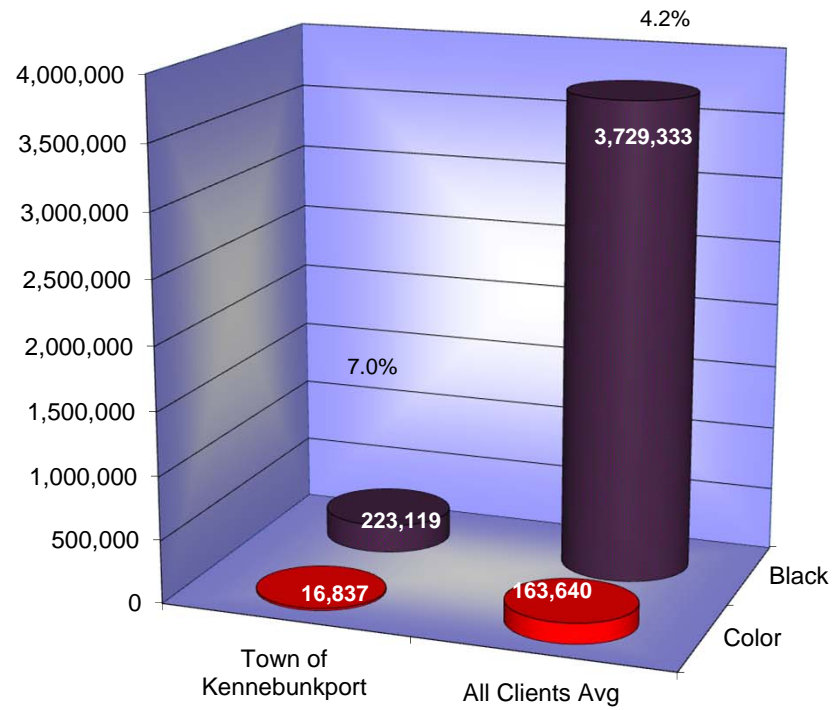


# ANNUAL COLOR VOLUME BY BUILDING





Color to Total Volume Percentage



## Usage Profile for Service & Supplies

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC. Projected Volume comparison is based on projected volume figured on your most recent Five-Year Equipment Replacement Schedule.

<i>Make-Model / Speed</i>					<i>Date of Last Upgrade: 2/1/2013</i>	
<i>Serial Number / Vendor ID</i>						
<i>Life / Intro Date</i>			<i>2013-14</i>			
<i>Connectivity / Printer Exp Date</i>			<i>7/1/2013</i>	<i>6/30/2014</i>	<i>Annual</i>	<i>Cost/Copy</i>
<i>Vendor</i>	<i>Meter</i>	<i>Meter</i>	<i>Volume</i>	<i>Annual Cost</i>	<i>Recommendations</i>	
<b>Kennebunkport Fire</b>						
<b>Main Office</b>						
Xerox W3635 / 35 PPM	817	3,945	3,128	\$0.003980	None at this time.	
BB1565780 /				\$12.45		
750,000 / 05/2008	0	0	0	\$0.00000		
Black Photocopier				\$0.00		
Connected / 6/1/2018						
<b>XEROXCopie</b>						
<b>Subtotals BW</b>			<b>3,128</b>	<b>\$12.45</b>		
<b>Subtotals Color</b>			<b>0</b>	<b>\$0.00</b>		

Date of Last Upgrade: 2/1/2013				
Make-Model / Speed	Serial Number / Vendor ID	Life / Intro Date	2013-14	
Connectivity / Printer Exp Date	7/1/2013	6/30/2014	Annual	Cost/Copy
Vendor	Meter	Meter	Volume	Annual Cost
Recommendations				
Kennebunkport Highway				
Main Office				
Xerox W3635 / 35 PPM	114	582	468	\$0.003980
BB1565776 /				\$1.86
750,000 / 05/2008	0	0	0	\$0.00000
Black Photocopier				\$0.00
Not Connected / 6/1/2018				
XEROXCopie				
Subtotals BW			468	\$1.86
Subtotals Color			0	\$0.00

Date of Last Upgrade: 2/1/2013				
Make-Model / Speed	Serial Number / Vendor ID	Life / Intro Date	2013-14	
Connectivity / Printer Exp Date	7/1/2013	6/30/2014	Annual	Cost/Copy
Vendor	Meter	Meter	Volume	Annual Cost
Recommendations				
Kennebunkport Police				
Main Office				
Xerox WorkCentre 5875apt / 75 PPM	11,017	48,651	37,634	\$0.003980
EX9280983 /				\$149.78
4,000,000 / 02/2013	0	0	0	\$0.00000
Black Photocopier				\$0.00
Connected / 6/1/2018				
XEROXCopie				
Subtotals BW			37,634	\$149.78
Subtotals Color			0	\$0.00

***Date of Last Upgrade: 2/1/2013***

*Make-Model / Speed*

*Serial Number / Vendor ID*

*Life / Intro Date*

Connectivity / Printer Exp Date

*Vendor*

**7/1/2013**  
***Meter***

**6/30/2014**  
***Meter***

**2013-14  
Annual  
Volume**

*Cost/Copy*  
*Annual Cost*

## Recommendations

# Kennebunkport Public Health

**Main Office**

Xerox W3635 / 35 PPM

528

9,225

8,697

\$0.003980

None at this time.

BB1565782 /

\$34.61

750,000 / 05/2008

0

0

0

\$0.00000

Black Photocopier

\$0.00

Not Connected / 6/1/2018

**XEROXCopie**

**Subtotals BW**

**8,697**

**\$34.61**

### Subtotals Color

0

**\$0.00**

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor					Date of Last Upgrade: 2/1/2013	
	7/1/2013 Meter	6/30/2014 Meter	2013-14 Annual Volume	Cost/Copy Annual Cost	Recommendations	
Kennebunkport Sewer						
Main Office						
Xerox W7845PT / 45 PPM	1,436	12,390	10,954	\$0.003980	None at this time.	
MX4314862 /				\$43.60		
1,000,000 / 02/2013	1,954	9,830	7,876	\$0.05738		
Color Photocopier				\$451.92		
Connected / 6/1/2018						
XEROXCopie						
Subtotals BW			10,954	\$43.60		
Subtotals Color			7,876	\$451.92		



Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor					Date of Last Upgrade: 2/1/2013	
	7/1/2013 Meter	6/30/2014 Meter	2013-14 Annual Volume	Cost/Copy Annual Cost	Recommendations	
Kennebunkport Town Hall						
Code Enforcement						
Xerox 9301 Cube / 50 PPM	255,658	303,094	47,436	\$0.003980	None at this time.	
BRE231136 /				\$188.80		
2,000,000 / 05/2011	76,517	85,478	8,961	\$0.05738		
Color Photocopier				\$514.18		
Connected / 6/1/2018						
XEROXCopie						
Main Office						
Xerox WorkCentre 5875apt / 75 PPM	20,398	135,200	114,802	\$0.003980	None at this time.	
EX9281152 /				\$456.91		
4,000,000 / 02/2013	0	0	0	\$0.00000		
Black Photocopier				\$0.00		
Connected / 6/1/2018						
XEROXCopie						
Subtotals BW			162,238	\$645.71		
Subtotals Color			8,961	\$514.18		

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<i>District Wide Black Totals</i>	223,119	\$888.01
<i>District Wide Color Totals</i>	16,837	\$966.11

## SPC Service & Supply Cost Savings

These tables compare your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client on 8/1/2002 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual 2013-14 fiscal year black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

### BEFORE SPC

Current Volume	PriorCPC	Average Annual Cost
223,119	\$0.02331	\$5,200.90

### CURRENTLY WITH SPC

Current Volume	Current CPC	Current Cost	Cost Savings	5 Year Savings
223,119	\$0.00398	\$888.01	\$4,312.89	\$21,564.45

*Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$4,312.89 x 12 years as a Client  
= \$51,754.68 Cost Savings!*

## *Projected Equipment Costs by Building - Black*

This table represents projected expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and averaged current annual lease payment are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approx. Paper Cost	Average Annual Equipment Cost	Total Projected Black Usage Cost
Kennebunkport Fire	3,128	\$12.45	\$15.52	\$92.44	\$120.41
Kennebunkport Highway	468	\$1.86	\$2.32	\$13.83	\$18.02
Kennebunkport Public Health	8,697	\$34.61	\$43.15	\$257.02	\$334.79
Kennebunkport Town Hall	162,238	\$645.71	\$805.02	\$4,794.56	\$6,245.30
Kennebunkport Police	37,634	\$149.78	\$186.74	\$1,112.18	\$1,448.71
Kennebunkport Sewer	10,954	\$43.60	\$54.35	\$323.72	\$421.67
<b>Total</b>	<b>223,119</b>	<b>\$888.01</b>	<b>\$1,107.12</b>	<b>\$6,593.76</b>	<b>\$8,588.89</b>

### SPC Equipment Bids:

Presently our Bids are coming in at 14.5% to 22% of Retail while the current Salesman's Cost is 50% of Retail. Example: Currently our bids for a Xerox 5890PT RADF Duplex Finisher 3-Hole Punch CIF-Print-Color Scan-Hard Drive for Secure Print-Fax 90 Copies per Minute are coming in at \$6,333 with a Retail Cost of \$43,495....14.5% of Retail!

## *Projected Equipment Costs by Building - Color*

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and current annual lease payment are NOT figured in to this table, as they are covered in the Black prints report.

Building	Projected Color Volume	Service & Supply Cost
Kennebunkport Fire	0	\$0.00
Kennebunkport Highway	0	\$0.00
Kennebunkport Public Health	0	\$0.00
Kennebunkport Town Hall	8,961	\$514.18
Kennebunkport Police	0	\$0.00
Kennebunkport Sewer	7,876	\$451.92
<b><i>Total</i></b>	<b>16,837</b>	<b>\$966.11</b>

## *Service & Supply Usage Profile by Vendor - Black*

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 1.2%.**

Vendor	Equipment Type	Annual Volume	2013-2014 Cost / Copy	Total Cost	2014-2015 Cost / Copy	Projected Cost
Xerox Copier Division	Black Photocopier	175,683	\$0.00398	\$699.22	\$0.00398	\$699.22
Xerox Copier Division	Color Photocopier	47,436	\$0.00398	\$188.80	\$0.00398	\$188.80
<b>Total</b>		<b>223,119</b>	<b>\$0.00398</b>	<b>\$888.01</b>	<b>\$0.00398</b>	<b>\$888.01</b>

## *Service & Supply Usage Profile by Vendor - Color*

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 1.2%.**

Vendor	Equipment Type	Annual Volume	2013-2014 Cost / Copy	Total Cost	2014-2015 Cost / Copy	Projected Cost
Xerox Copier Division	Color Photocopier	16,837	\$0.05738	\$966.11	\$0.05738	\$966.11
<b>Total</b>		<b>16,837</b>	<b>\$0.05738</b>	<b>\$966.11</b>	<b>\$0.05738</b>	<b>\$966.11</b>

## *Reprographic Equipment Assessment*

This chart provides the status of your equipment and details of your current lease, if any. \*

<b>Total Number of Units</b>	<b>7</b>
<b>Total Number of Units on Lease</b>	<b>7</b>
<b>Total Number of Units Owned</b>	<b>0</b>
<b>Lease Company</b>	<b>Northway Bank</b>
<b>Lease Start Date</b>	<b>2/1/2013</b>
<b>Lease End Date</b>	<b>8/1/2018</b>
<b>Term</b>	<b>5 Annual</b>
<b>Annual Payment usually due on 8/1</b>	<b>\$6,593.76</b>
<b>Remaining Payments</b>	<b>3</b>

*\*The determination on the lease has no bearing on Service & Supply and Warranty Contracts.*



## *Leased Equipment*

Building	Make	Model	Serial Number
Kennebunkport Fire	Xerox	W3635	BB1565780
Kennebunkport Highway	Xerox	W3635	BB1565776
Kennebunkport Police	Xerox	WorkCentre 5875apt	EX9280983
Kennebunkport Public Health	Xerox	W3635	BB1565782
Kennebunkport Sewer	Xerox	W7845PT	MX4314862
Kennebunkport Town Hall	Xerox	WorkCentre 5875apt	EX9281152
Kennebunkport Town Hall	Xerox	9301 Cube	BRE231136

## *StarDoc User Names*

<b>Name</b>	<b>User Name</b>
<b>Laurie Smith</b>	lsmith@kennebunkportme.gov
<b>Todd Charles</b>	tcharles@co.york.me.us

\*If you need to verify your password or if you need to add users, please contact Alex Webster at [awebster@spccopypro.com](mailto:awebster@spccopypro.com)

## : **SERVICE AND SUPPLY CONTRACT**

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the "Equipment") to a Master Lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the "Lessor") and Kennebunkport, Town of, as lessee (the "Lessee"), commencing on February 1, 2013, (the "Lease-Purchase") hereby contracts with Lessee for the term of the Lease-Purchase (terminating on June 30, 2018) to provide comprehensive services, supplies, and maintenance to such Equipment, excluding only the cost of paper, transparencies, and staples, at a cost per copy per item of Equipment as shown on Schedule A attached hereto. In addition, for high-speed duplicators, Vendor may charge the cost shown on Schedule A attached hereto for masters used when the number of copies made by use of such masters is, on an annual average, fewer than 100. Vendor shall provide a four-hour response time to all service calls.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor, at its option, may increase such costs per copy under this Service and Supply Contract (the "Contract") by 5% or by a percentage equal to the increase during the immediately preceding 12-month period of "The Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average for All Items, 1982-84 = 100," whichever is less.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor shall credit to Lessee any cost of this Contract prepaid by Lessee and unused by Lessee because fewer copies were made by Lessee during the Contract period ending on such July 1 than were originally estimated under this Contract to be made by Lessee during such period. If the Lease-Purchase is terminated prior to the end of its term, Vendor shall prorate and return to Lessee, within 30 days of such termination, any cost of this Contract prepaid by Lessee and unused by Lessee because of such early termination of the Lease-Purchase.

### *Client Acknowledgement of Vendor Commitment*

<b>Vendor:</b>	_____	<b>Lessee:</b>	_____ <b>Kennebunkport, Town of</b>
<b>Street Address:</b>	_____	<b>Street Address:</b>	_____ <b>P.O. Box 566</b>
<b>City/State/Zip:</b>	_____	<b>City/State/Zip:</b>	_____ <b>Kennebunkport, ME 04046</b>
<b>By (signature):</b>	_____	<b>By (signature):</b>	_____
<b>Name:</b>	_____	<b>Name:</b>	_____
<b>Title:</b>	_____	<b>Title:</b>	_____

## ***SPC's Dual-Layered Warranty – Purpose & Explanation***

Reprographic equipment is expensive and does not hold its value. Therefore, it is crucial for you and the banking industry holding the collateral to secure this asset.

Our unique Dual-Layered Warranty guarantees a like-for-like no-charge replacement unit in the event of equipment not performing satisfactorily.

1. **Servicing Vendor**; implemented in 1988
2. **ESP Electrical**; implemented in 2007, all photocopiers with such units will be warranted from electrical damage by ESP.

**ESPs** (Electronic Surge Protectors) with our most recent upgrades are being installed by SPC on 40 CPM units and faster in order to cut down on approximately 30% of all service calls. These units will not only protect from electrical surges but will also filter out electronic noise that creates havoc with boards and the operation of your equipment.

# WARRANTY

## (LEASED EQUIPMENT)

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the "Equipment") to a Master lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the "Lessor") and Kennebunkport, Town of, as lessee (the "Lessee"), commencing on February 1, 2013, (the "Lease-Purchase") hereby warrants to Lessee that, if any such Equipment malfunctions through no fault of Lessee during the term of the Lease-Purchase (terminating on June 30, 2018) and such Equipment cannot be repaired promptly, Vendor promptly will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Lessee.

The only exclusions to this Warranty are as follows:

1. This Warranty will expire for an item of Equipment when the life expectancy of such item of Equipment in number of copies, as shown on Schedule A(P) attached hereto, is exceeded;
2. This Warranty will expire for an item of Equipment at the date which is ten years after such Equipment was first offered for sale or lease by the manufacturer as shown on Schedule A(P) attached hereto.

**Vendor:**

---

**Street Address:**

---

**City/State/Zip:**

---

**By (signature):**

---

**Name:**

---

**Title:**

---



## Benefits of partnering with SPC

### Top Benefits to **our CLIENTS**:

#### 1. Cooperative Buying

By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!

- SPC's pricing is so strong ***we pay for our own fee*** by acquiring prices lower than what you can do on your own.
- We will ***save you money*** benefiting from the combined purchasing power of more than 90 clients with over 3,443 devices doing more than 314 million copies and prints per year. In 2013 we purchased approximately 1,000 printing devices.
- We will ***save you time*** by preparing your bid, negotiating with vendors/manufacturers, presenting a total bid analysis and managing the implementation.
- We will ***save you frustration***. We manage your contracts for up to five years from the date of installation.

#### 2. Exclusive **STAR Doc Software**

- Maps all devices and sets up "Interactive Live Floor Plans" of all printing devices, showing you a Before and After Upgrade look; provides a visual for all decision makers over the next five years.
- STAR Doc studies your printing habits and is able to predict your year-end cost months in advance, before you receive your year-end reconciliation invoice.
- Sets up your next year's budget at the click of a mouse.

#### 3. Simplified Billing Program

- Removes the confusion out of billing.
- Eliminates variety of invoices from multiple vendors that come annually and/or quarterly.
- With SPC's Simplified Billing Program, TWO invoices are sent each year from ONE billing source.
- Reconciles all of your devices at the end of the year: You pay only for what you use; no minimums.

#### 4. Five-Year Equipment Replacement Schedule

- SPC's staff surveys key locations that determine life of existing equipment.
- Specs out new equipment needed: Does not allow vendors to undersize during the bidding process.
- Manages the entire bid process down to the install.

#### 5. Annual Report

- A crucial document that extends the life of your equipment, often getting 8 to 10 years of guaranteed performance! Flags copying trends within your organization such as over usage
- You get an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem

#### 6. Vendor Neutral

- SPC does not recommend just one brand; we suggest what's best for you with serviceability in mind.
- We present you with the bid results and offer recommendations, yet the decision is yours to make.

**SPC has been serving their clients since 1988, saving millions of dollars along the way.**

***Based on current actual volumes and CPCs, SPC has generated***

***Annual Savings of almost \$3.5 million for all of our clients.***

***That translates into Savings of more than \$17.2 million over five years!***



## SPC Values Our Vendors

### Overall Benefits to our VENDORS

- Opportunities brought to you – Hundreds of machines each year: In 2013 there were over a thousand.
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients.
- National Contracts that are all negotiated with the manufacturers at your disposal

### Vendor Benefits Pre-Bid & During the Bid Process

- Sharing of previous bid results that help you to negotiate with your manufacturers.
- On-Site Survey of client requirements including mapping all devices.
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs).
- Controls the Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment).
- A chance to sell your 'Value Add' directly to our clients after the bids are in. Customer has the right to pay more than low bid.

### Vendor Benefits Before & During Installation

- Digital Needs Analysis: Matching up the machine to installation site.
- Schedule and coordinate Vendor meeting with Client.
- Cover the cost of ESP surge protectors, electrical wiring, computer interface and any unexpected cost!
- Manage installation.
- Audit installation.
- Capture final meter reads for old contracts.
- Close books on old devices & contracts.

### Vendor Ongoing Support

- Yearly meter reads.
- Simplified Billing: SPC collects service funds for the Vendor.
- Collection of all meter reads annually and reconciling them with the Client and Vendor.
- STAR Doc: **S**ystem for **T**racking **A**nd **R**eporting **D**ocuments...Manages the budget.
- Annual Reports that flag machines that are being overused and underused thus improving reliability.
- Mediating warranty issues in sensitive locations.

### Why do some vendors hesitate to bid?

- Vendors worry that bidding will reduce their margins.
- If word gets out on pricing, they feel that their other customers will call and ask for similar prices.
- Lose control of their account as winning bidder may beat their pricing.
- SPC bids are designed to keep specs equal for all, no chance of providing a lesser piece of equipment.

**SPC manages over 3,700 pieces of equipment;**  
**Our relationship with our vendors has never been *stronger*!**