

## MICHELE ARRIGO'S COPIER RECOMMENDATION

After almost three months of excessive research, and after meeting with ten different vendors for the Asheville City Schools copier program, I am recommending **Image Solutions** for the new copier contract. Image Solutions has already exceeded any other vendor in terms of meeting all of ACS initial copier goals. Goals such as: a cost per copy program only, a competitive cost per copy amount, a trade-in for our existing copiers, an option to buy-out of our current contract, 2-3 hour service response time, all references were Very Good or Better, and a Detailed Report is available 24 hours a day, 7 days a week, as well as copier support. Another ACS goal was to keep the copier models consistent throughout the schools, and this is something Image Solutions has also agreed upon. I am also aware that one of the goals for ACS was not to have a minimum number of copies, however I have learned that having a minimum number of copies in place is only beneficial, as this will lower the original cost per copy charge over a long-term

basis. I also need to stress how important it is to have a good relationship with the representative that will be taking over the account, and handling it on a day-to-day basis.

Garrett Williams has already gone above and beyond any of my expectations in these early stages, and every one of the references I called had given him four stars, unlike the other vendors. I hope that ACS knows that Garrett and I are both taking the copier situation very seriously. We both have a lot at stake, and we are both very dedicated to the cause. I also want to mention that the Savin Copiers are rated "Best Copiers" by at least 2 Major Consumer Reports and I can see why. The Savin Copiers are built with a special "belt" that takes the paper from the paper tray and "floats" it through, as opposed to "pulling" it through. This test has proven to make perfect copies on paper that was ripped, crumpled, folded, and slightly torn. I believe this will be a huge factor in the schools, when humidity sets into the copy paper.

I could go on and on, but it simply comes down to this: I would not want to put ACS in the position it is currently in, with the current copier program the way it is. I believe a long-term program like this deserves months and months of meetings, reviews, phone calls, research, and equipment testing. Just like so many other large purchases, it shouldn't be taken lightly. With that in mind, I will take full responsibility of the copier program, if it is taken with Image Solutions. With any other vendor, I simply cannot promise the same results.