

1.



Save the Trees!

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How has Boston done in terms of preserving nature?

Let's look at the amount of
trees in boston.



201,846 Trees

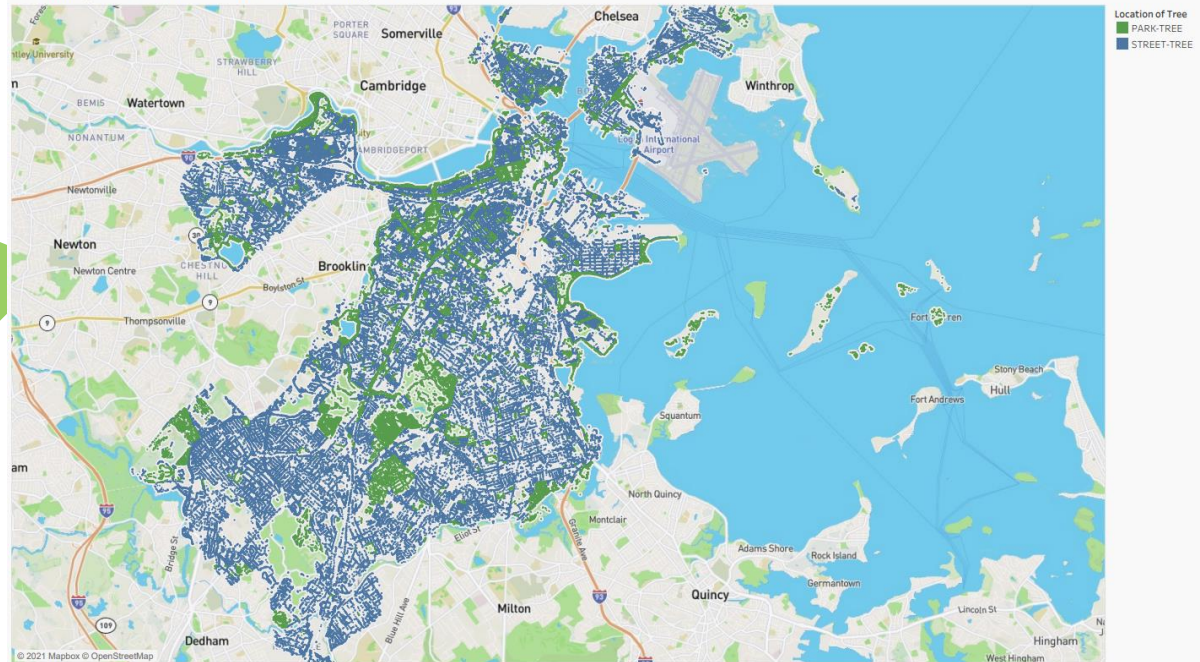
Whoa! That's a big number, aren't you proud?



There are so many Trees!

There are so many street trees! This shows that Boston had made an huge attempt to keep trees in Boston! Not only that but there are huge of parks in Southern Boston!

How many trees are in Boston & where are they located.



Map based on X and Y. Color shows details about Type.

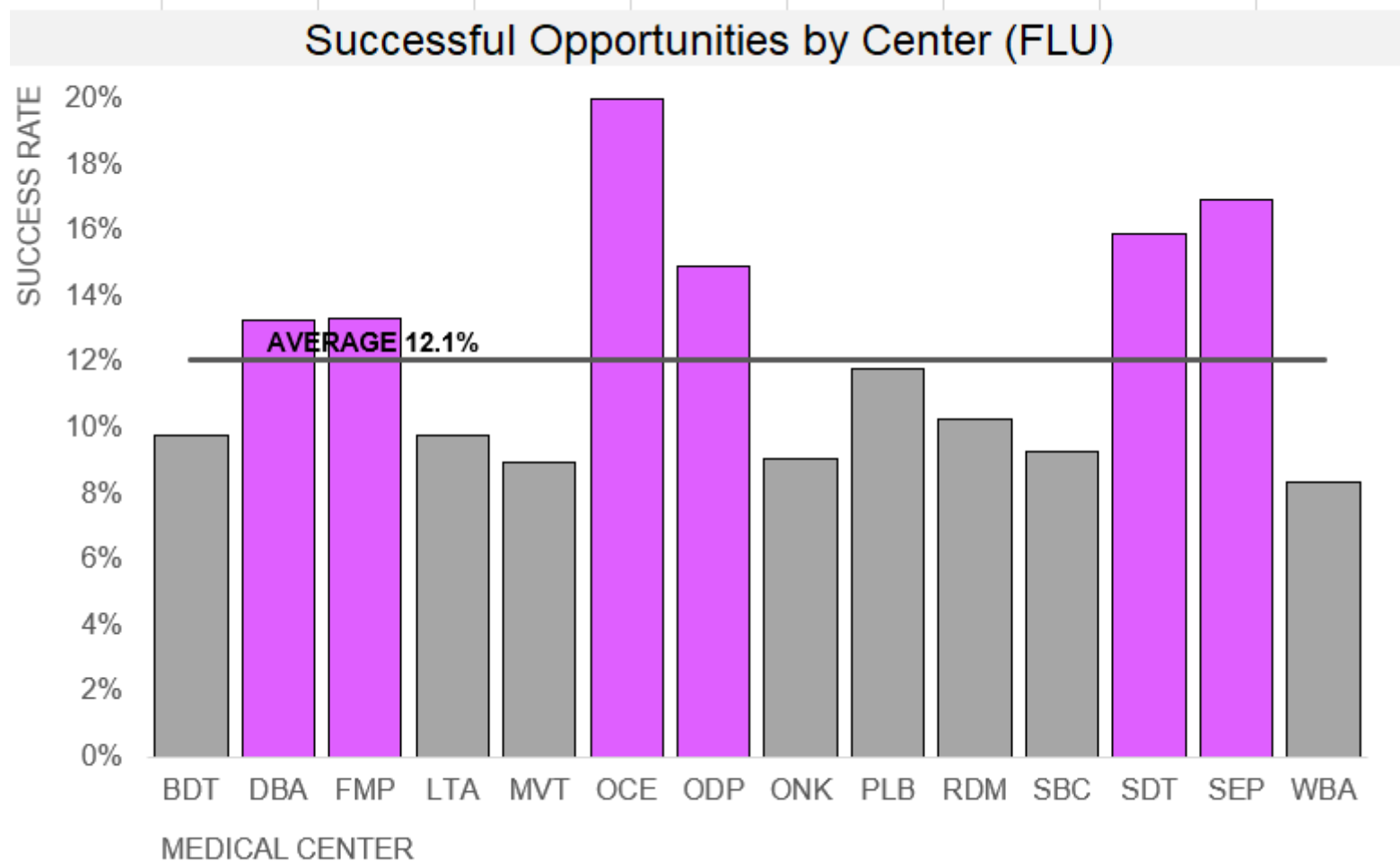
Great!

As we can see Boston has made a huge effort to preserve the trees, especially impressive for a large and industrial city!



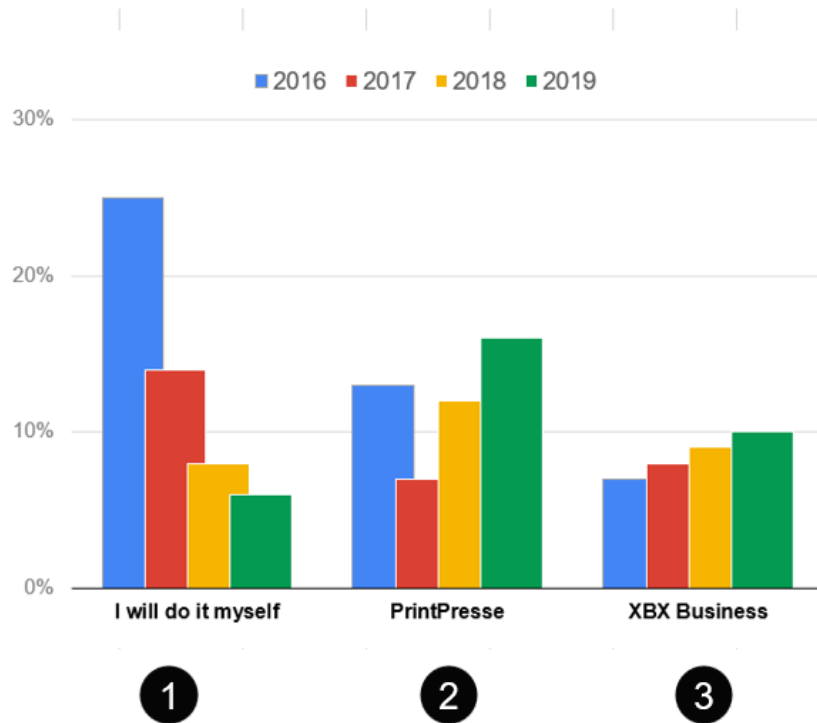
2.

FIGURE 4.8



3.

Top competitors remain present, with an increase in use of XBX Business



● **Reduction in in-house solutions continues:** likely because of the shifting mix of our customer base

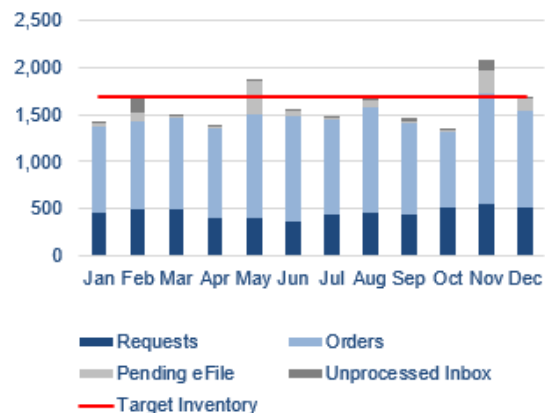
● **PrintPresse gains importance**—it's becoming a bigger threat due to the nature of its offering (integrated, high quality)

● **XBX's business-centric offering is gaining ground**, while Print4Cheap and CustomPrint show a decrease. At the same time, XBX has seen slippage in their standard offering.

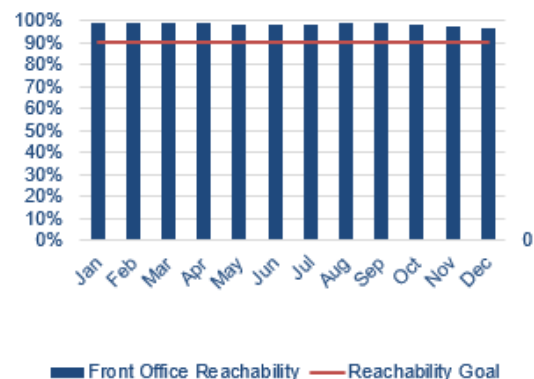
4.

Key Metrics

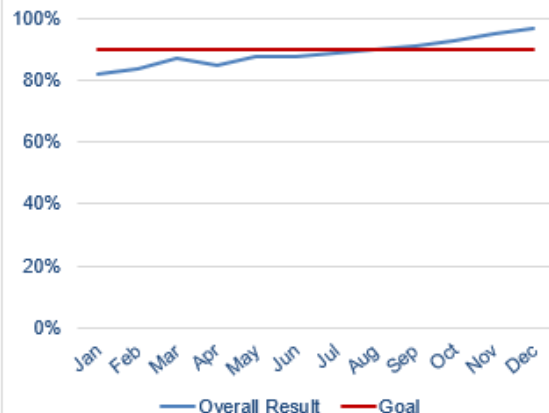
Work-In-Process Inventory Level at Month-End



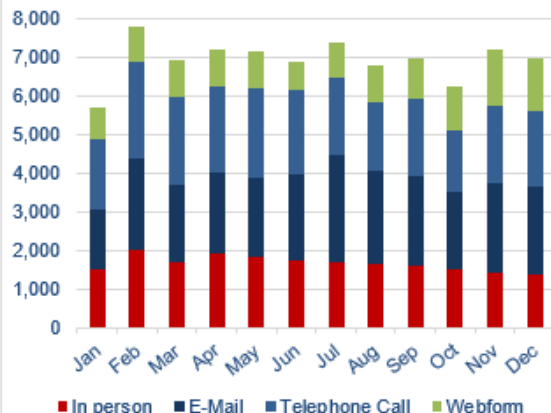
Front Office Reachability % and Avg Time to Answer (goal<8 seconds)



% of Requests Within Standard Service Levels



Monthly Ticket Volume by Channel: Last 12 months



5.

Call breakdown over time

