

INFOMAX

OFFICE SYSTEMS

PROPOSED SOLUTION



Proposed to: Jill Ryan

Prepared by: Dan Pearson

LETTER of INTRODUCTION

Thank you for your decision to move forward in partnering with Infomax Office Systems.

Our goal is to have you as a Raving Fan of Infomax.

The Infomax Sales and Solutions team has assessed your current situation, needs/wants, and goals to develop an actionable plan to achieve cost savings, improve productivity, and increase your overall image.

Infomax Office Systems is a third-generation family-owned-and-operated company and has been based in Des Moines, Iowa since 1958. We have been recognized as a Des Moines Register Top Workplace consecutively since 2012. We are a “Best of Breed” business technology provider which means that we can utilize solutions from a multitude of top manufactures to customize the exact solution that you desire.

Our local offices, warehouses, and account executives allow a full suite of solutions ranging from traditional copy/print devices, software solutions, managed print services, and managed IT services. We are centrally located, nationwide, which works to our advantage when it comes to servicing outside the state of Iowa. We have the fostered dealer/manufacture relationships to aid in support to take care of each location seamlessly.

We look forward to building upon our current findings with you, completing a successful implementation, and continuing to find areas we can help you improve your daily operations.

Please let us know if you have questions regarding any of the information in this proposal.

Respectfully,

Dan Pearson
Solutions and Production Consultant
815-560-2217
DPearson@infomaxoffice.com



WHAT WE DO: We market and support customized imaging and IT Solutions, helping organizations exceed their goals and objectives.

WHY WE DO IT: “In everything we do, this is what we believe.”

**We create Raving Fans of both our customers and the Infomax Team.
We are trusted advisors to our customers.**

HOW WE DO IT:



NET PROMOTER SCORE: This system allows us to capture customer satisfaction and loyalty metrics after each service call. The average North American company has a Net Promoter Score of 10. Some popular companies such as Southwest Airlines, Amazon, Apple, Nordstrom, and Costco reach scores from the 60-80's. Infomax is proud to reveal a score of 89.39 in 2024.



TOP 100 WORKPLACES IN IOWA: Infomax has been recognized as one of the Top Workplaces in Iowa for 13 consecutive years (2012-2024). Thousands of companies and employees are surveyed every year by an organization called Energage to determine qualifying criteria for the nominated workplaces. Employees are responsible for the award based on their value, understanding, and challenge within their role with the company.



CUSTOMER UPTIME: Infomax maintains approximately 5,645 customer output assets. In 2024, an amazing 13,181,428 hours out of a possible 13,209,300 business hours equated to an up and operational uptime of 99.789%. We keep our customers productive.



CUSTOMER RESPONSE TIME: In 2023, Infomax provided products and services to 88 of 99 Iowa counties, 89% of the state. Our customers experienced an average on-site response time of 4.94 hours on all repair calls. Infomax responded to 14,387 total service calls in 2023. Of these calls:

- 51% of calls were serviced within one hour.
- 65% of calls had a technician on-site within two hours.



iGUARD MANAGED IT: Annually, our Service Desk resolves 50,000+ incoming tickets. With our Managed IT Solution, we have a live representative within 30 seconds. With our CompleteCloud Solution, a representative is live on the line within 90 seconds. Our average resolution time from the initial request to the satisfactory completion of a ticket is 29 minutes. In 2024, we resolved 95% of tickets with just a single call or email.



CONSULTANTS TO OUR CUSTOMERS: Our goal is to create proactive and lifelong relationships with our customers. We strive to fully understand our customers' needs and circumstances, and be a resourceful expert, a loyal companion, and a trusted advisor. We are here to provide value beyond the products and services we offer.

Canon

 **KYOCERA**

 **Lexmark™**

Duplo®

 **RISO**

 **CHALLENGE**

 **fiery®**

 **uniFLOW**

DRYLAM
SELECTION • SOLUTIONS • SIMPLICITY



PRISMA

PaperCut™ 

destroyit®
BUSINESS SHREDDERS

 **Martin Yale™**

 **x-rite**

PrinterLogic
a **VISION** solution


BAUMFOLDER
SOLUTIONS

 **océ**

eGoldFax | PURE
by GoldFax CLOUD
FAXING™

VERM
CORPORATION

Solutions Pricing Proposal

Duplo DC-648

Slitter/Cutter/Creaser

DC-648

Includes air knife, card stacker, ultrasonic double feed detection, waste box, camera sensor, PC Controller software, PC pole mount, PC Controller with PC Arm

Unit is available as of 6/19/2025

Freight, Installation and Training Included

Annual Maintenance - Optional

Includes Labor only.

Parts are not included, billed separately.

Added to existing contract



Prior to July 1st
\$ 64,482.32

After July 1st
\$ 70,930.55

Duplo DC-618

Slitter/Cutter/Creaser

DC-618

Includes air knife, card stacker, ultrasonic double feed detection, waste box, camera sensor, PC Controller software, PC pole mount, PC Controller with PC Arm

Unit is available as of 6/19/2025

Freight, Installation and Training Included

Annual Maintenance - Optional

Includes Labor only.

Parts are not included, billed separately.

Added to existing contract



Prior to July 1st
\$ 33,981.36
(not included in price)

After July 1st
\$ 1,500.00
(not included in price)



TITAN® 200Pro
PROGRAMMABLE PAPER CUTTER

Titan 200Pro

Includes Touch Screen and Light Beams

Unit is available as of 6/19/2025 - 3 Week Delivery

Freight, Installation and Training Included

Annual Maintenance - Optional

Includes Labor only.

Parts are not included, billed separately.

Added to existing contract



Prior to July 1st
\$ 22,970.64
(not included in price)

After July 1st
\$ 1,500.00
(not included in price)






	With 648 (Before July 1)	With 618 (Before July 1)
Cash Total	\$ 87,452.96	\$ 56,952.00
FMV Lease Payment	\$ 1,687.84	\$ 1,099.17
	With 648 (After July 1)	With 618 (After July 1)
Cash Total	\$ 93,901.19	\$ 60,350.14
FMV Lease Payment	\$ 1,812.29	\$ 1,164.76

THE THINK BEYOND TOMORROW GUARANTEE

We want you to be efficient, productive, and happy. That is why we offer the exclusive Infomax Think Beyond Tomorrow Guarantee to all new equipment acquisitions.

HOW WE KEEP YOU SATISFIED

Our Think Beyond Tomorrow Guarantee comes complimentary with all New Infomax office equipment. It states:

-  **If a service call is required for a hardware issue, we make contact within one hour, through our help desk or dispatch, assess the issue, and if necessary, advise you on when we will arrive.**
-  **If we are unable to repair your equipment onsite in a timely manner, we will provide loaner equipment or access to our in-house systems during our normal business hours until your machine(s) are up and running.**
-  **If we or our equipment fail to live up to your expectations based on our agreement, provide us with a written notification and up to 30 days to rectify the situation. If you are still not satisfied, we'll remove the equipment and replace it like for like.**
-  **If you own your equipment, we will offer to trade it in for our Guaranteed Equity Value against new, updated equipment.**
-  **If you are an Infomax finance customer, we will offer to cancel your existing agreement and begin a new agreement with updated equipment subject to terms mutually agreed to between Infomax and your team.**

This guarantee is in addition to any other guarantee and/or warranties granted by your equipment manufacturer. It is a safe decision that assures you of receiving extended superior service and efficient performance for all equipment you purchase, lease, and place on our In-house financing agreement, PrintMax Plus from Infomax.

ADDED VALUE AND PRODUCTIVITY

With The Think Beyond Tomorrow Guarantee, your office equipment works more dependable because of the factory - trained Infomax service team. Our accuracy and speed contributes to your advantage of being an Infomax customer.

MAKE THE GUARANTEE WORK FOR YOU

The Infomax Think Beyond Tomorrow Guarantee is valid only under conditions within the control of Infomax Office Systems, Inc., and does not apply to cases of misuse or negligence. The guarantee applies as long as: all customer supplies for that equipment are purchased exclusively through Infomax; the equipment is kept continuously under a full maintenance agreement with Infomax; and the customer's account remains current with Infomax Office Systems.

Guaranteed Equity Value Percentage: Infomax will trade in your equipment and offer the following equity value percentages against the suggested retail or new equipment valued at an equal or greater price. Months in service: up to three – 100 percent; up to six – 75 percent; up to 12 – 50 percent; up to 24 – 40 percent; up to 48 – 25 percent; and up to 60 – 20 percent.



IMPORTANT CONTACTS

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