



Prosource: 2023 District Wide Copier Recommendations



Prepared for Mercer County Schools

**Designed: Bradley R. Baker
Named Account Manager
bbaker@totalprosource.com
502-671-1390 ext. 3102**



Mercer County Board of Education
530 Perryville Street
Harrodsburg, KY 40330

Corporate

4720 Glendale Milford Rd.
Cincinnati, OH 45242
513.769.0606

West Chester

9482 Meridian Way
West Chester, OH 45069
513.779.5700

Dayton

Austin Business Park
2038 Byers Rd.
Miamisburg, OH 45342
937.296.9122

Louisville

400 Envoy Circle, Suite 400
Louisville, KY 40299
502.671.1390

Lexington

Lexington, KY
859.293.0200

Huntington

1041 8th Ave.
Huntington, WV 25701
304.522.7022

Charleston

809 Quarrier St.
Charleston, WV 25301
304.342.4637

Dear Amber,

Thank you for the opportunity to participate and recommend a solution to upgrade the district's copier fleet. Prosource is confident that our proposal is comprehensive, service/quality oriented, technologically current, and price competitive. Prosource is offering 2 different options to for the district to consider. Prosource utilizes both the NASPO and the AEPA (Association of Educational Purchasing Agencies) cooperative contracts as requested by the district.

Prosource's purpose is to make an impact on our customers, communities, and team members every day. In living by these words, Prosource offers unique, creative solutions to meet the most demanding needs of our customers.

Prosource prides itself on our best-in-class 92.6% Net Promoter Score, a widely used loyalty metric that holds companies accountable for how they treat customers. In an industry that typically holds an average 60% NPS score., this exceptional rating by our customers is made possible by the commitment of our entire team

With our success in numerous other school districts throughout the region, Prosource has the knowledge, capabilities, and solutions to position our strengths to best support your success and to meet the requirements outlined in the RFP.

Sincerely,

Bradley Baker
Named Account Manager
bbaker@totalprosource.com
502.671.1390 ext. 3102

P: 888.698.0763

W: totalprosource.com



About Prosource

Founded: 1985

Headquarters: Cincinnati, OH

Number of Employees: 220+

As a trusted technology partner, Prosource delivers powerful, secure solutions to help businesses leverage technology for strategic advantage.

For more than 37 years, we've helped organizations of all sizes optimize processes, reduce costs, and increase security—all with an unmatched customer experience.

Our complete business technology solutions include...

- An industry-leading lineup of fully serviced office and production equipment, including copiers, printers, scanners, and multifunction devices, paired with a tailored print strategy
- Data-driven managed print services (MPS) to streamline and optimize your print environment while achieving greater control, security, and mobility
- Customized content management and workflow solutions to automate how your team collects, organizes, stores, retrieves, and measures content, documents, and data.
- A comprehensive portfolio of best-in-class IT solutions including managed IT services, managed cybersecurity, business continuity and disaster recovery, voice and unified communications, telecommunications consulting, cloud solutions, audio-visual solutions, structured cabling, and surveillance and access control.

With offices in Ohio, Kentucky, and West Virginia providing a depth and breadth of expertise, products, and services throughout the Midwest, Prosource offers personal service and support while leading the way in the region in business technology.





proudly serving our community

Making an impact on our community matters. It's foundational to who we are. As a team, we are driven to build a better future for our friends and neighbors and inspire hope in the communities we call home. It is this deep commitment to our customers, our communities, and each other that makes Prosource a truly exceptional company.

A LASTING IMPACT ON OUR COMMUNITIES: SUPPORT BY THE NUMBERS

\$1,000,000

The number of dollars donated by Prosource and its team members over the last 10 years to charitable organizations

40

The average number of charitable organizations supported by Prosource and team members each year

130+

The number of Christmas gifts purchased and wrapped by the Prosource team for families affected by pediatric cancer and supported by The Dragonfly Foundation

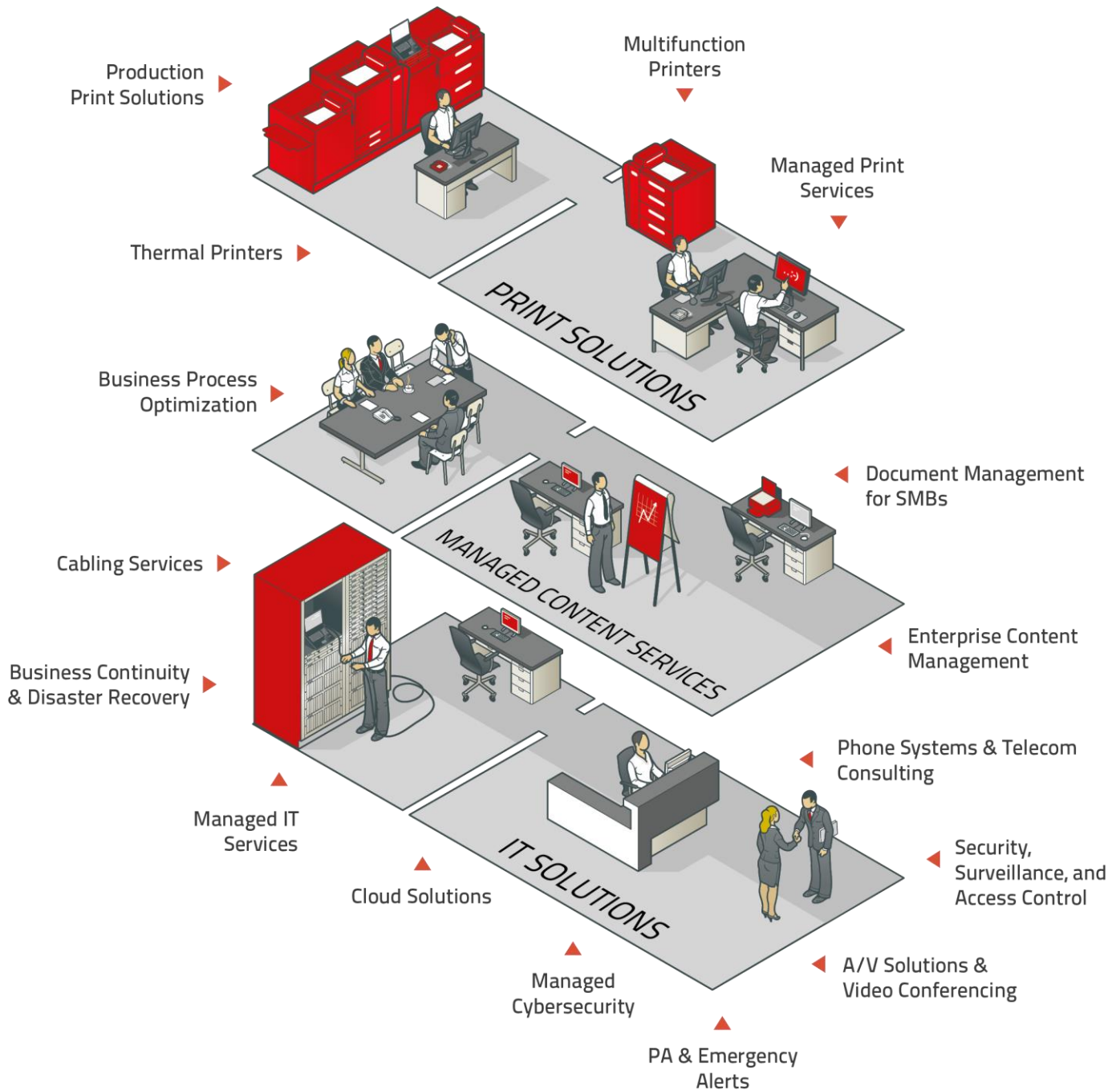
1,200

The number of hours Prosource employees volunteer at organizations each year



Our Business Technology Offerings

Our team of experts can help you take your business to the next level with a complete lineup of fully serviced office equipment, streamlined document workflow solutions, and a comprehensive portfolio of IT solutions.

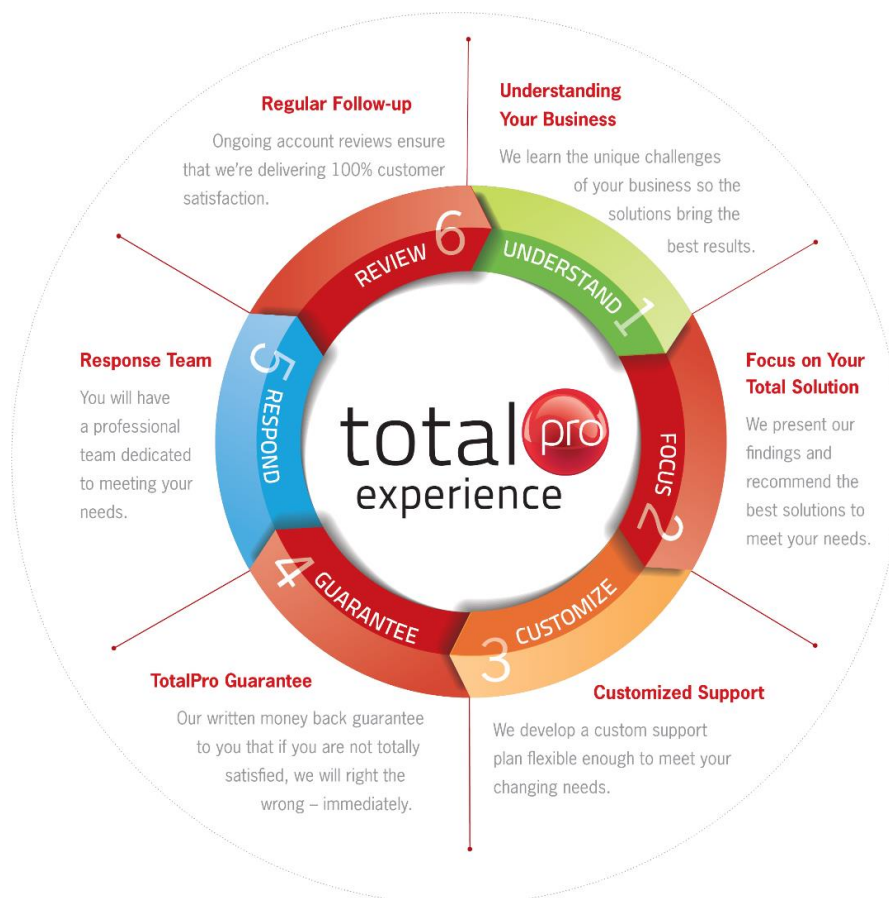


The TotalPro Experience

The TotalPro Experience is an end-to-end approach to identifying our customers' needs and exceeding their expectations to ensure that we get the job done right – from start to finish. It's our commitment to quality, service, and improving our customers' businesses.

As part of your TotalPro Experience, we are committed to...

- Understanding your business and its unique challenges to help you achieve the best results
- Focusing on your total solution to ensure it meets your needs
- Providing customized support—there's no "one-size-fits-all" or canned approach to our support
- Resolving problems immediately, backed up by our written, money-back TotalPro Guarantee
- Responding to any needs promptly and professionally
- Following up regularly to ensure we're delivering 100% customer satisfaction and to stay aligned with your business as it evolves



The TotalPro Guarantee

We Guarantee 100% Customer Satisfaction

Our unique TotalPro Guarantee puts our commitment to customer satisfaction in writing. Should you ever feel we have not exceeded your expectations, let us know – and we will immediately work to make things right.

Specifically, the TotalPro Guarantee means that...

- Prosource will service all equipment to manufacturers' recommendations.
 - If there's a problem, we will make it right, whether by providing a loaner at no charge or providing a comparable replacement model.
- All Prosource products are covered for the life of the equipment, as long as the individual unit is continuously maintained under a Prosource maintenance agreement.
- We'll respond to service calls in a timely manner.
 - Copiers/MFPs: response time of four hours or less (Monday – Friday 7:30 a.m. – 5:30 p.m.)
 - Printers: response time of four hours or less (Monday – Friday 7:30 a.m. – 5:30 p.m.)
 - If Prosource fails to meet these response times, we will make it right by providing a refund in the form of a check for last month's service.
- For software, if we're unable to complete the Statement of Work, we will make it right by refunding the unused portion of any Professional Services and delivering any project documentation to the customer.
- Prosource will provide support for all software applications in conjunction with the software vendor's Annual Maintenance and Support Program for as long as the vendor continues to offer support and authorizes Prosource to deliver that support.



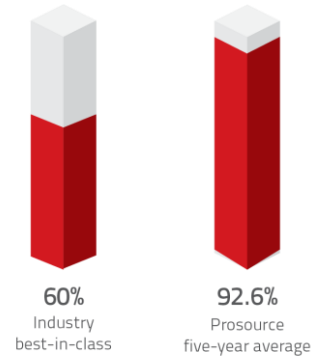
Listening to Customer (Net Promoter Score and Partner Accountability)

Net Promoter Score

We're committed to providing the best customer experience in the industry. That's why our top company metric is the **Net Promoter Score (NPS)**, a powerful tool in gauging customer loyalty and company health.

This rating system measures and benchmarks our performance based on direct customer feedback, surveying closed service calls immediately upon closure of the call and device installations the week following installation.

The results? In an industry where a score of 60 is considered **best-in-class**, we regularly score **in the 90s**—placing us among the best in the industry and in the top 10% of all companies in North America.



Personalized Customer Experience

Service is at the core of everything we do, and this belief allows us a personalized relationship with our customers, supported by the technological and staff resources to do what is necessary to serve our customers. Business reviews, custom reporting, and our escalation process are just a few of the ways we ensure that our solutions and service meet your needs—100% of the time.

Business Reviews

Part of the TotalPro Experience, regular business reviews are critical to advancing our strategic partnership with our customers. During business reviews, we seek to understand what is important to your business, your goals and priorities for the upcoming year, and how we can support your growth. We review your device performance, usage, and the ROI you're receiving from your solutions, discuss any changes in your business technology needs, and ensure that any questions and concerns have been appropriately addressed. From there, we partner with you to develop a customized action plan designed for your continued success.

Custom Alerting and Response Systems

We can implement custom alerting, response, and feedback systems to ensure our customers and all stakeholders receive the information that matters to you in the format that your business needs.



Prosource's dedicated Mercer County School's Support Team

Name	Title	Phone Number
Bradley Baker	Named Account Manager	(502) 671-1390 ext. 1302
Tom Messmer	Vice President of Strategic Accounts	(502) 671-1390 ext. 1266
Paul Thompson	Field Service Engineer	(502) 671-1390
Isaac Conn	Field Service Engineer	(502) 671-1390
Jim Johnson	Field Service Engineer	(502) 671-1390
Jim Mercer	Sr. Field Service Engineer	(502) 671-1390 ext. 1109
Heather Baumgardner	Customer Care Advocate/Trainer	(502) 671-1390 ext. 3105
Mike Kroetz	PaperCut Project Manager	(513) 769-0606 ext. 2216
John Price	PaperCut Engineer	(513) 769-0606
Tom Hemmelgarn	Senior Vice President Sales	(937) 296-9122 ext. 2222
Jay Cartisano	President	(513) 769-0606 ext. 1108
Paul Balser	Senior VP of Service	(502) 671-1390 ext. 1109
Dan Manger	Service Manager	(502) 671-1390 ext. 1151
Amanda Haug	Customer Care Manager	(513) 769-0606 ext. 1124
Vickie Giordullo	Lease Administrator	(502) 671-1390 ext. 1168
Matt Heister	Director of Print Production	(513) 762-0606 ext. 1123
Doug Menkhous	Print Production Analyst	(513) 769-0606 ext. 1192
Bryan Warman	Senior Color Specialist	(513) 769-0606 ext. 1118



Account Management Overview

An effective print strategy calls for assessing your organization's needs/resources, then developing a plan that will help you get the most out of your print technology and partner!

Provide dedicated account management:

- Training
- Account reviews
- Reporting needs
- Billing/invoicing questions
- PO processing
- Move requests
- Ongoing account support

Implement a strategic/support service structure:

- 4-hour response time
- Local technicians
- "Total Call" every call!
- Manufacturer Certified technicians and in-house production specialists
- In-house Certified Papercut Engineers
- Full access to the Customer Care Center
- FM Audit diagnostic tool
- Auto-replenishment for Toner

Conduct regular business reviews:

- Usage/meter analysis
- Service performance history
- Account review topics
- Uncover new opportunities

Back our solution with our "TotalPro Guarantee":

- Prosourc and our manufacturers make a commitment that if you are not completely satisfied with any device or service, we will make it right!



Success for both Prosource and our customer directly relates to the quality of support we provide after our products or systems are installed.

Service Team Highlights

- One of the largest field service teams in the market
- Average tenure 17 years (45 technicians' company-wide)
- More than 50% of our service staff has IT experience and training.
- Each technician assigned to support and connect devices on your network is factory trained on the driver and print control system for each device.
- The team also has access to our network print support help desk team for advanced troubleshooting and networking issues.
- The team includes members with Microsoft, EFI, HP, and CompTIA certifications in networking, operating systems management, and wireless printing.

Each of our customers has a dedicated primary field service engineer, who is supported by our connectivity help desk, senior field service engineers, and senior color specialists.

Field Service Engineers

- Factory-certified on all components of the systems to which they are assigned
- Deep industry experience enables field service engineers to solve customers' problems—usually on the first visit
- Receive regular factory-authorized training to continue to increase their knowledge base, refresh and improve their skillset, and learn to service newly released and more advanced models

Senior Field Service Engineers

- Senior engineers are located in each of our markets to ensure our customers access to on-site support
- Each brings more than 20 years of experience in the industry and are trained and certified on all of Prosource's product lines
- Support the Field Engineers and handle special situations

Senior Color Specialists

- Trained on all color systems and sophisticated print controllers required by the systems, including EFI Fiery professional certification
- Also includes an experienced color image and graphics specialist, proficient in modern print layout and design software



How to place a service call or order supplies

Step 1:

Please have your Equipment ID # ready –This is found on the Prosource sticker located on the front of each device

Step 2:

Option 1: **Online** at www.totalprosource.com

Select from Request Service or Order Supplies

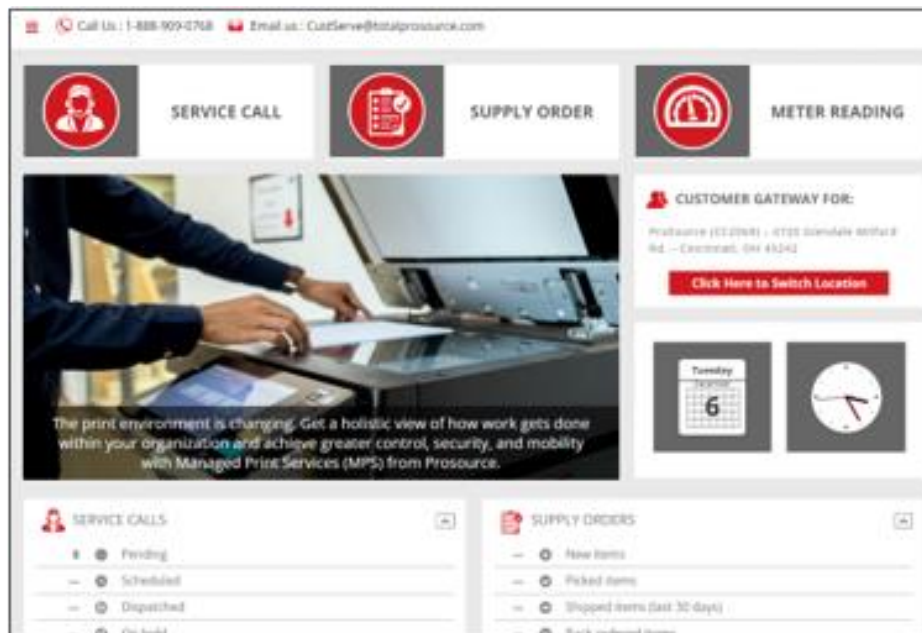
Please include your Equipment ID #

Option 2: **Email** Customer Service at custserve@totalprosource.com

Please include your Equipment ID #

Option 3: **Call** 1-888-909-0768

The customer service representative will ask for your Equipment ID #



Prosource Service Call Procedure

Before Arriving at Service Call:

The Service Technician calls the customer within 60 minutes after receiving the service call

- To verify to the customer that the call was dispatched.
- To collect information about the nature of the problem.
- If possible, to give an ETA

The Service Technician checks the service history.

- For last service date and meter.
- For what parts may be needed.

The Service Technician dispatches to call.

At Arrival:

The Technician checks in with the customer contact.

- To let the customer know the technician has arrived.
- To discuss the nature of the problem in more detail.
- To listen to the customer.

At the Multifunctional Product:

- Run machine to observe machine operation.
- Print out Jam Log, Error Log, PM counts, and test copies.
- If unable to duplicate problem, involve customer.
- Repair any problems and replace needed parts.
- Inspect all areas of machine for potential callback problems.
- Wipe out all areas the customer has access to (i.e. cassette drawers, inside front cover under platen glass, external covers...).
- Run test copies using potential chart. Check proper exposure, proper zoning from all trays, spots and marks.
- Run out all applications (i.e. document feeder, duplexing, finisher and all paper sources.

After Completing Repairs:

- Clean work area. Wipe off counters.
- Make sure Fax cables and Network cables are connected to machine.
- Fill out paperwork.
- Check in with customer and explain work done.
- Have customer run a job to see if machine is working to their satisfaction.
- Have paperwork signed off by customer.
- Close out call over the Web and dispatch to next call.



Prosource Service Level Performance Indicators

Prosource uses the following metrics to measure Service Level Performance:

- Maintenance Response Time – Timely and satisfactory on-site service – **4-hour average response time**
- Uptime – Average usability of equipment in a specified time period – **98% uptime**
- First Call Effectiveness – Ability to fix unit correctly on the first call – 90% of all calls will result in unit performing to Manufacturer specifications
- Total copies between calls – How many impressions were made between service calls – Benchmark against Manufacturer suggested volume based on model
- Average Monthly Volume – Number of Impressions made on a monthly basis – Benchmark against Manufacturer duty cycle
- Loaner – Provide a loaner if the service issue cannot be resolved in a 16-hour time period
- Replacement – Provide a permanent replacement of a like for like unit if the problem can be resolved in a 96-hour time period
- Equipment Order Delivery – Accurate and timely delivery of equipment, Measurement Criteria – 100% equipment delivered within 7 business days from order receipt
- Equipment Removals – Average of 5 business days from receipt of signed RME to remove existing equipment, Measurement Criteria – Maximum 1 business day later than agreed to
- Equipment Order Installations – Average of 7 business days from delivery of new equipment to complete installation and be appropriately functional Measurement Criteria – Maximum 1 business day later than agreed to

In addition to these standard SLA's, Prosource will also track Make and Model, Serial number, Equipment ID number, Location and Contact name, Install date, Last service date, Meter reads, date of meter reads, total number of calls, and exception reporting. These reports can be provided on an agreed upon time frame, monthly, quarterly, semi-annual or annual basis. All reports will be available 3 days after the close of the specified period of time.



Prosource Parts & Supplies Inventory Overview

Our Technical department has specified parts replacement checklists that were created by the manufacturer that would be adhered to at the specified intervals to ensure our program achieves National standards. At Prosource, we maintain a streamlined Parts/Supply system that is backed by multiple warehouses and strategically inventoried customer specific device consumables. Our local offices each have supply inventories as do everyone of our technicians. There is no scenario that we are not 100% prepared for!!

Prosource Parts and Supplies Quick Facts:

- We stock parts and supplies, especially the current models, in multiple warehouses to try to help with any “emergency” situations.
 - Cincinnati warehouse maintains \$1.3 Million in parts and supplies
 - Dayton - \$100,000
 - West Virginia - \$125,000
 - Louisville - \$75,000
- Our technicians carry a stock of consumable parts in their vehicle to alleviate wait time for the most common device issues/fixes.
 - Service techs carry \$6,000 - \$8,000 in car stock
 - Seniors and Production reps carry \$10,000 - \$15,000 in car stock
- We ship orders same day and, in most cases, requested supplies arrive by the next business day!
- We utilize higher yield, OEM toners that allow for maximized device utilization.
- We have the ability to drop ship directly to the customer from the vendor which also allows for a quicker delivery of any supplies (basically no different from shipping from our warehouse).
- We utilize multiple avenues to help monitor the customers devices for auto supply fulfillment (FM Audit, Vcare, and Supply Intelligence).
 - Toners can be automatically dropped shipped without a person/user having to pick up the phone



Prosource Escalation Process

How does the escalation process work?

- Escalated issues are communicated to the company's entire management team, and within 15 minutes, a manager takes ownership of the issue's resolution.
- That manager tracks the progress of the resolution with the rest of the management team daily.
- Once the issue is resolved, a member of Prosource's executive team contacts the customer to ensure resolution and gather insight for process improvement.
- The issue is considered resolved only once after our customer is satisfied with the resolution.

Prosource Escalation Process

- **What is it?** The Escalation Process allows any Prosource team member to draw immediate attention to a customer situation from the management and executive team.
- **When do we use it?** Activate the escalation process whenever we perceive that a customer relationship is at risk, and whenever the standard processes are not resolving the issue.
- **What Happens Next?** The message is distributed to the entire management (Office, Technologies, DocAuto) and executive team of Prosource. The Management team has 15 minutes for one manager to accept responsibility for the escalation, and to reach out to the customer. If someone does not 'pick up' the escalation in that time, one of the executive team either assigns a manager, or reaching out to the customer directly. The owner of the escalation has the right and authority to access any and all company resources to resolve the situation. He/She is also responsible for regular updates to the Management team.
- **How do we stay Accountable?** Every Monday, Wednesday and Friday, the management team reviews open escalations to continue to accelerate resolution.
- **And then what?** The customer gets a confirmation follow up from one of the executive team to be sure the issue is closed in the customer's eyes, and that our relationship is on strong ground.
- **Anything Else?** Through the process of resolving escalations, any process changes that are identified to prevent future issues, improve the customer experience, or our actions, are added to the Management team Action Board for implementation.



FMAudit from Prosource allows us to remotely collect meter readings from any networked printer, perform TCO assessments, synchronize data with our ERP system and automate supply delivery, a true proactive management approach.

Developed on the .NET Framework, this complete package includes all of the FMAudit modules:

Central Server

The heart of the FMAudit system is the Central® server. This data repository holds all of the usage data from our customers accounts. Prosource can leverage this powerful body of information to provide better service, increase operational efficiency and grow our customer's business through recommendations for optimization, standardization and technology upgrades.

Capture Technologies

Prosource FMAudit offers you multiple choices when it comes to capturing meter readings for networked devices. A web application (WebAudit) which can be emailed to clients when meter collection is required, a local software installation (Onsite) which sits on your client's server to collect networked device information and automatically updates the Central server, and a USB key that you can use for initial assessments (Viewer USB). The best part of the FMAudit capture technologies is that they eliminate the need for customer assistance when gathering meter reads for billing and reporting purposes.

TCO Reporting

FM Audit allows Prosource to understand our customers Total Cost of Ownership (TCO) for their printer and MFP fleets. FMAudit makes TCO assessment easy with integrated reports that help Prosource understand our customers usage patterns. Not only does this provide data for the initial assessment, it also provides reports to present during quarterly reviews with our customers.

Adaptive Service Management

One of the frustrations of most managed print services systems is the lack of control over service and supply notifications. Countless hours can be spent filtering and interpreting messages from printers.

A few of these messages are relevant while many are not. We developed Adaptive Service Management (ASM) technology to make sure that only important notifications come to our attention and that they come at the right time.



Top 10 Reasons for PaperCut with Prosource

1. It gives your wallet and the environment a welcome break

Reams of paper, boxes of toner, hours of IT support... Waste can really pile up with printing. But with PaperCut MF, you get powerful visibility to see how small choices add up to big impacts. Customizable policies and prompts help users opt for the eco-friendly option; and job attributes can be changed at the printer, showing the positive outcome in real time on the screen.

2. It protects print jobs for your peace of mind

Print systems are complex. Multiple networks and devices are tasked with handling sensitive data constantly open to attack from hackers, inside and out. With PaperCut MF, your data is protected before, during, and after you hit 'print.' Users get validated, jobs stay traceable, and documents can be watermarked to keep costly breaches at bay.

3. It makes releasing print jobs convenient, flexible, and secure

PaperCut's Find-Me Printing solves the needs of IT and users equally. Your IT team manages one secure print queue with any number of printers; and users send jobs to that queue to release at any printer. It's the ultimate tool for document security, as jobs only release when authorized by the sender in person. Plus, if a printer's down, users can simply select another nearby.

4. It lets you print on any device, to any device, from anywhere

Today's users expect to print on demand from any device, which is no mean feat to deliver. PaperCut MF's Mobility Print gets it done with mobile and BYOD (Bring Your Own Device) printing across any brand, model, and operating system. Roaming users? No problem. Print Deploy pushes the right print drivers and queues in bulk to keep on-the-move users printing – even without a server or Active Directory.

5. It makes scanning simple, useful, and future-proof

Recreating PDFs just to edit them, searching for relevant text... Scanning can be frustrating. But with Integrated Scanning and OCR (optical character recognition), users can securely send text-searchable, editable documents to a vast variety of local and cloud-hosted destinations like email, Google Drive, SharePoint, and more – all with a couple of taps on the device.

6. It boasts a variety of flexible syncing and hosting options

Managing user databases isn't exactly a fun pastime. That's why PaperCut MF supports directories of all flavors to keep things hassle-free. Use GoogleSync and Azure AD if you're partial to the cloud; or Active Directory for a more traditional setup. You can even mix and match to make directory transitions that much easier. Better yet, all PaperCut MF data can be hosted on site or in the cloud to meet your needs.

7. It adapts with you and your business in every way

8. Worried about outgrowing your software? Worry no more. PaperCut MF is highly scalable, flexible, and used by customers with 10s, 100s, or 1000s of printers in the mix. Beyond scaling, PaperCut MF can adapt to any change with support for over 25 printer brands, and commitment to a multi-platform solution. No more hardware decisions held up by software limitations. Rejoice!

8. It surfaces data and insights for meaningful change

Changing behavior without data on current behavior? That's a tough ask. But with PaperCut MF's 75+ built-in reports and custom reporting, you'll get empowering data and insights for all areas – from detailed page logs to summaries by user, department, and device. You can also view, export, print, or schedule email delivery of reports to keep your hands-on involvement low.

9. It's incredibly easy to use for everyone

One of our favorite PaperCut slogans is "it just works." From initial installation and user adaptation, to continued management and implementation of new features, we build software that's easy to use in every way.

10. It's supported by a peerless network of knowledge

Everything we do at PaperCut is centered around our customer-first philosophy – especially when it comes to supporting you at every step. Our 700+ Knowledge Base articles are perfect for self-service DIY fixes, and our global network of support staff and partners means you have access to real people with real answers – in your time zone, on the ground, and often just around the corner.



Implementation Plan and Methodology

Prosource's implementation methodology is based on the principals of The Project Management Institute (PMI), the Microsoft Solutions Framework, and our thousands of successful implementations since 1985. Being the current incumbent for Mercer County Schools, Prosource has the knowledge and relationship with the district that will allow for a much smoother and coordinated implementation. With our understanding of the district, all replacement devices will be delivered in a turn-key fashion so that disruption to staff and students is at a minimal.

Deployment and Installation

The deployment of the devices will be scheduled and coordinated by a dedicated Project Manager. Following our trusted and tested process detailed below allows for a seamless and coordinated installation. Key components will be connecting the devices to the local network, testing functionality, training and integrating with your print management software. With knowledge of the existing fleet and lease, Prosource will also remove at time of install, store, and return all existing equipment at no additional cost to the district.

Our goals: No surprises and pain free implementations. While we can't anticipate every problem, we strive to capture and communicate issues as early as possible and recommend a course of action that is mutually acceptable to all project stakeholders. Since decisions are made on a local level, you can expect a much quicker response time than if we had to go to a national level.

Pre-Implementation

- Discovery Sessions – Sales, Print Management, Project Management Team
- SOW created by Print Management Team
 - Requirements Documented
 - Expectations and Exceptions Recorded
 - Initial Device Recommendations for MFP's
 - Service/Maintenance Rollout program for Network Printers
- Preliminary Recommendation Review and Approval
- Hand Off to Project Management
- Project Manager Introduction
 - Review Discovery, Exceptions and Adjustments from Documented SOW
 - Communicate Customer Contact Team information

Project Planning Process

- Scheduling Internal and Customer Project Kick-Off Meeting
 - Identify Project Team
 - Schedule Internal Kick Off/Review Meeting
 - Contact Customer for Kick Off/Review Meeting
 - Create Tentative Schedule
 - Distribute SOW and schedule to team
 - Tentative Schedule Delivery Resource(s)
 - Logistics
 - IT
 - Professional Services
 - Delivery Technical Team
 - Training
 - Installation Sign Off



Prosource Training Plan and Methodology

Initial training will be provided during implementation of the new units. Prosource is recommending 2 different pricing options encompassing new Toshiba units or new Konica Minolta units. Once a unit is installed, our Project Management team will provide end user training to ensure all users are comfortable and able to complete functions required for their job.

Additional training will also be scheduled as a follow up item, typically occurring one week after the install. This session(s) will be to train any end users who missed the initial training and to cover more in-depth product and job function questions that certain teachers and staff may have regarding their new equipment. These requests are handled a few different ways and dependent upon the end user need or request.

1. **Web Based Training** – standard features of new devices are offered through the device manufacturers. Prosource and our manufacturer partners can provide access to YouTube and other virtual training videos so staff can train at their own pace and on their own time.
2. **Face to Face training** – at the device for Copy/Scan/Fax and Print retrieve functions. For Key operators, Face to Face training can include training on Print driver features. Application/specialty training for administrators based upon the option selected is also included.
3. **Group Training** – most typically used for Print Driver Training and group training of a standard Model, allows for efficient delivery of consistent information to a broad group of users.
4. **Instructional Signage and Device Prompts** – Based upon the option chosen Prosource can provide custom instructional material for placement at the device for training and education of specific features.

Training is a free and ongoing service provided by Prosource. Prosource will take into consideration that district staff may not be present in the buildings during implementation and will work to accommodate training schedules. Prosource also recommends scheduled annual preventative maintenance for each device in the district. This is typically performed prior to the beginning of the school year to ensure devices are in full-gear before the school year begins.



Prosource Value Proposition

TotalPro Guarantee - Mercer County Schools will receive a 100% customer satisfaction in writing. If we have not exceeded your expectations, we will immediately work to make things right. Prosource will guarantee response time of four hours or less and if Prosource fails to meet these response times, we will make it right by providing a refund in the form of a check for last month's service.

Service & Support - Prosource will guarantee Mercer County Schools a 98% uptime, average usability of equipment in a specified timeframe. First call effectiveness- 90% of calls will result in unit performing to manufacturer's specifications. If there is a problem, we will make it right, whether by providing a loaner at no charge or providing a comparable replacement model.

Escalation Team - If Mercer County Schools has a problem and the issue is not resolved or customer feedback identifies a process or service that is not meeting expectations, we activate Prosource's Escalation Team. Escalated issues are communicated to the company's entire management team, and within 15 minutes, a manager takes ownership of the issues' resolution. Once the issue is resolved, a member of Prosource's executive team will contact the user to ensure resolution and gather insight for process improvement. The issue is considered resolved only once Mercer County Schools is satisfied with the resolution.

Implementation Team - Mercer County Schools will be assigned a dedicated project manager, who will communicate with your team to ensure all your print environment requirements are met. This includes delivery schedule, PaperCut installation, equipment installation, on-site technical engineer, and onsite training.

PaperCut - Mercer County Schools will be presented 91 Papercut MF licenses and 91 Card Readers on all A3 multifunctional devices. The district will be supported with ACDI and the Certified Papercut Engineers on Prosource's Team. Papercut NG will be implemented on all A4 single function printers.

Quarterly reviews - Mercer County Schools will have an assigned Account Manager (Brad Baker) to continue to benchmark our support to meet the expectations of Mercer County Schools. During business reviews, we seek to understand what is important to your business, your goals, and priorities for the upcoming year, and how we can support your growth. We review your device performance, usage, and the ROI you are receiving from your solutions, discuss any changes in your business technology needs, and ensure that any questions and concerns have been appropriately addressed. From there, we partner with you to develop a customized action plan designed for your continued success.

FM Audit - Prosource will collect meter readings from any networked printer and automate toner delivery as well as meter readings for the Mercer County Schools.

Prosource "Best in Class" Solutions - Prosource is providing Mercer County Schools a "Best in Class" offering. Our solution includes award winning products from Toshiba and Papercut managed by Prosource's dedicated team of service technicians and certified Papercut engineers.



Prosource Hardware Options Overview

Prosource is excited to offer two best in class solutions for Mercer County Schools to consider. Below reflects a concise overview of the 2 options, their standard configurations and additional accessories to consider.

TOSHIBA



KONICA MINOLTA

Prosource Option #1: Toshiba	Prosource Option #2: Konica Minolta
Toshiba eStudio 7518a & 8518a (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, 2000 Sheet Large Capacity Drawer)	Konica Minolta bizhub 808 (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, 2500 Sheet Large Capacity Drawer)
Optional: 50 Sheet Staple Finisher	Optional: Staple Finisher
Optional: Booklet Finisher	Optional: Booklet Finisher
Optional: Hole Punch	Optional: Hole Punch
Optional: Fax	Optional: Fax
Toshiba eStudio 6525ac (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)	Konica Minolta Bizhub c650i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)
Optional: 2000 Sheet Large Capacity Tray	Optional: 2500 Sheet Large Capacity Tray
Optional: Inner Staple Finisher	Optional: Staple Finisher
Optional: Booklet Finisher	Optional: Booklet Finisher
Optional: Hole Punch	Optional: Hole Punch
Optional: Fax	Optional: Fax
Toshiba eStudio 3528a (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)	Konica Minolta Bizhub 360i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)
Optional: 2000 Sheet Large Capacity Tray	Optional: 2500 Sheet Large Capacity Tray
Optional: Inner Staple Finisher	Optional: Inner Staple Finisher
Optional: Booklet Finisher	Optional: Booklet Finisher
Optional: Hole Punch	Optional: Hole Punch
Optional: Fax	Optional: Fax
Toshiba eStudio 3525ac (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)	Konica Minolta Bizhub c360i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)
Optional: 2000 Sheet Large Capacity Tray	Optional: 2500 Sheet Large Capacity Tray
Optional: Inner Staple Finisher	Optional: Inner Staple Finisher
Optional: Booklet Finisher	Optional: Booklet Finisher
Optional: Hole Punch	Optional: Hole Punch
Optional: Fax	Optional: Fax







Option #1 Overview: Toshiba Recommendations

BACKGROUND INFORMATION					
	Toshiba e-STUDIO8518A	Toshiba e-STUDIO7518A	Toshiba e-STUDIO6525AC	Toshiba e-STUDIO3528A	Toshiba e-STUDIO3525AC
Speed	85 ppm	75 ppm	65 ppm color/65 ppm black	35 ppm	35 ppm color/35 ppm black
Max Monthly Duty Cycle	720,000 impressions	660,000 impressions	115,000 black/230,000 color impressions	125,000 impressions	210,000 black/105,000 color impressions
First Copy Time	4.1 sec	4.5 sec	5.6 sec color/4.3 sec black	4.3 sec	7.8 sec color/5.9 sec black
Warm-up Time	20 sec	20 sec	26 sec	20 sec	20 sec
Paper Weights	16-lb bond to 140-lb index	16-lb bond to 140-lb index	16-lb bond to 110-lb cover	16-lb bond to 140-lb index	16-lb bond to 110-lb cover
Bypass/Paper Weights	120-sheet/16-lb bond to 110-lb cover	120-sheet/16-lb bond to 110-lb cover	100-sheet/14-lb bond to 110-lb cover	100-sheet/14-lb bond to 140-lb index	100-sheet/14-lb bond to 110-lb cover
Std Paper Capacity (incl bypass)	3,520 sheets	3,520 sheets	1,200 sheets	1,200 sheets	1,200 sheets
Max Original Size	11 x 17	11 x 17	12 x 18	11 x 17	12 x 18
Output Size (Min/Max)	3.9 x 5.8/13 x 19	3.9 x 5.8/13 x 19	3.9 x 5.8/12 x 18	3.9 x 5.8/11 x 17	3.9 x 5.8/12 x 18
Copy Resolution	600 x 600 dpi	600 x 600 dpi	600 x 600 dpi	600 x 600 dpi	600 x 600 dpi
System Memory (Std/Max)	4-GB RAM, 320-GB HD/4-GB RAM, 320-GB HD	4-GB RAM, 320-GB HD/4-GB RAM, 320-GB HD	6-GB RAM, 128-GB SSD/6-GB RAM, 128-GB SSD	4-GB RAM, 128-GB SSD/4-GB RAM, 128-GB SSD	4-GB RAM, 128-GB SSD/4-GB RAM, 128-GB SSD
Paper Sizes	5.8 x 8.3 to 13 x 19	5.8 x 8.3 to 13 x 19	Info not avail to	Info not avail	Info not avail to
Document Feeder	Std DSPF	Std DSPF	Opt RADF and DSPF	Opt RADF and DSPF	Opt RADF and DSPF
Document Feeder Capacity	300 orig	300 orig	100 orig, 300 orig	100 orig, 300 orig	100 orig, 300 orig
Paper Weights	9.3-lb bond to 110-lb index	9.3-lb bond to 110-lb index	9.3 to 41.8 lbs, 9.3 to 110 lbs	9.3 to 41.8 lbs, 9.3 to 110 lbs	9.3 to 41.8 lbs, 9.3 to 110 lbs
Std Output Tray Capacity	100 sheets	100 sheets	Info not avail	Info not avail	Info not avail
Finisher	Opt finishers	Opt finishers	Opt finishers	Opt finishers	Opt finishers
Dimensions (HxWxD)	48.3" x 37.6" x 27.5"	48.3" x 37.6" x 27.5"	31" x 23" x 25.2"	41.2" x 26" x 25.2"	31" x 23" x 25.2"
Weight	430 lbs	430 lbs	173 lbs	125 lbs	169 lbs
Power Requirements	120 V, 16 A	120 V, 16 A	120 V, 12 A	120 V, 12 A	120 V, 12 A
Technology	CCD	CCD	Info not avail	CCD	Info not avail
Scan Speed (Simplex/Duplex)	120 ipm color, 120 ipm black/240 ipm color, 240 ipm black	120 ipm color, 120 ipm black/240 ipm color, 240 ipm black	Info not avail or 120 ipm color, 120 ipm black/73 ipm color, 73 ipm black or 240 ipm color, 240 ipm black	Info not avail or 120 ipm color, 120 ipm black/73 ipm color, 73 ipm black or 240 ipm color, 240 ipm black	Info not avail or 120 ipm color, 120 ipm black/73 ipm color, 73 ipm black or 240 ipm color, 240 ipm black



Option #2 Overview: Konica Minolta Recommendations

BACKGROUND INFORMATION				
	Konica Minolta bizhub 808	Konica Minolta bizhub C650i	Konica Minolta bizhub 360i	Konica Minolta bizhub C360i
Speed	80 ppm	65 ppm color/65 ppm black	36 ppm	36 ppm color/36 ppm black
Max Monthly Duty Cycle	300,000 impressions	250,000 impressions	175,000 impressions	175,000 impressions
First Copy Time	3.6 sec	3.8 sec color/2.8 sec black	4.6 sec	6.1 sec color/4.6 sec black
Multicopy (Ltr/Lgl/Ldgr)	80 cpm/Info not avail/Info not avail	65 cpm color/65 cpm black	36/Info not avail/18 cpm	36 cpm color/36 cpm black
Paper Weights	13-13/16 to 68-1/8 lbs	13-13/16 to 68-1/8 lbs	13-13/16 to 68-1/8 lbs	13-13/16 to 68-1/8 lbs
Bypass/Paper Weights	150-sheet/13-13/16 to 79-13/16 lbs	150-sheet/15-15/16 to 79-13/16 lbs	150-sheet/15-15/16 to 79-13/16 lbs	150-sheet/15-15/16 to 79-13/16 lbs
Std Paper Capacity (incl bypass)	3,650 sheets	1,150 sheets	1,150 sheets	1,150 sheets
Max Original Size	11 x 17	11 x 17	11 x 17	11 x 17
Output Size (Min/Max)	4 x 6/12.25 x 18	4 x 6/12.25 x 18	4 x 6/12.25 x 18	4 x 6/12.25 x 18
Copy Resolution	600 x 600 dpi	600 x 600 dpi	600 x 600 dpi	600 x 600 dpi
System Memory (Std/Max)	4-GB RAM, 250-GB HD/4-GB RAM, 250-GB HD	8-GB RAM, 256-GB SSD/8-GB RAM, 1-TB SSD	8-GB RAM, 256-GB SSD/8-GB RAM, 1-TB SSD	8-GB RAM, 256-GB SSD/8-GB RAM, 1-TB SSD
Duplex	Auto (1:2,2:2,2:1)	Auto (1:2,2:2,2:1)	Auto (1:2,2:2,2:1)	Auto (1:2,2:2,2:1)
Paper Sizes	4 x 6 to /12.25 x 18	4 x 6 to 12.25 x 18	4 x 6 to 12.25 x 18	4 x 6 to 12.25 x 18
Document Feeder	Std DSPF	Std DSPF	Std DSPF	Std DSPF
Document Feeder Capacity	300 orig	300 orig	100 orig	100 orig
Paper Weights	9-5/16 to 55-7/8 lbs	14 to 68 lbs	9-1/4 to 44 lbs	9-1/4 to 44 lbs
Std Output Tray Capacity	250 sheets	250 sheets	250 sheets	250 sheets
Finisher	Opt finishers	Opt finishers	Opt finishers	Opt finishers
Dimensions (HxWxD)	48-1/2" x 26-3/8" x 32-5/16"	37.8" x 24.2" x 27.1"	31" x 24.2" x 27"	31" x 24.2" x 27"
Weight	440-15/16 lbs	220 lbs	187 lbs	187 lbs
Power Requirements	120 V, 16 A	110-120 V, 12 A	110-120 V, 12 A	110-120 V, 12 A
First-Page-Out Time	3.2 sec	3.8 sec color/2.8 sec black	Info not avail	Info not avail
Scan Speed (Simplex/Duplex)	120 ipm color, 120 ipm black/240 ipm color, 240 ipm black	140 ipm color, 140 ipm black/280 ipm color, 280 ipm black	100 ipm color, 100 ipm black/200 ipm color, 200 ipm black	100 ipm color, 100 ipm black/200 ipm color, 200 ipm black



Prosource Pricing Recommendation: Option #1 (Toshiba)

Prosource Leasing Options:

60 Month FMV Lease Agreement.....	\$3,328.51 per month
or	
48 Month FMV Lease Agreement.....	\$3,981.39 per month
or	
36 Month FMV Lease Agreement.....	\$4,943.11 per month

Includes:

12 x Toshiba eStudio 8518a with Dual Scan Document Feeder, 2000 Sheet Large Capacity Drawer

5 x Toshiba eStudio 6525ac with Dual Scan Document Feeder, 2 x 550 Sheet Trays and Copy Desk

2 x Toshiba eStudio 3528a with Dual Scan Document Feeder, 2 x 550 Sheet Trays and Copy Desk

4 x Toshiba eStudio 3525ac with Dual Scan Document Feeder, 2 x 550 Sheet Trays and Copy Desk

1 x Toshiba eStudio 7518a with Dual Scan Document Feeder, 2000 Sheet Large Capacity Drawer

24 x Papercut MF Licenses with Card Readers

Includes 60, 48 or 36 months of Papercut Maintenance/Support & Professional Services (based upon choice in term)

***Additional accessories available upon request (see Hardware Accessories Overview page)

Service Overview: "Cost per Page"

All B/W Print: \$0.0029 per page (rates are locked for the term)

All Color Print: \$0.029 per page (rates are locked for the term)

Invoiced monthly, quarterly, or annually based upon district preference



Prosource Pricing Recommendation: Option #2 (Konica Minolta)

Prosource Leasing Options:

60 Month FMV Lease Agreement.....	\$2,861.12 per month
or	
48 Month FMV Lease Agreement.....	\$3,415.81 per month
or	
36 Month FMV Lease Agreement.....	\$4,240.92 per month

Includes:

13 x Konica Minolta Bizhub 808 with Automatic Document Feeder & 2,500 Sheet Drawer
5 x Konica Minolta Bizhub c650i with Automatic Document Feeder and Enhanced Copy Desk
2 x Konica Minolta Bizhub 360i with Automatic Document Feeder and Enhanced Copy Desk
4 x Konica Minolta Bizhub c360i with Automatic Document Feeder and Enhanced Copy Desk
24 x Papercut MF Licenses with Card Readers

Includes 60, 48 or 36 months of Papercut Maintenance/Support & Professional Services (based upon choice in term)

***Additional accessories available upon request (see Hardware Accessories Overview page)

Service Overview: "Cost per Page"

All B/W Print: \$0.0029 per page (rates are locked for the term)

All Color Print: \$0.029 per page (rates are locked for the term)

Invoiced monthly, quarterly, or annually based upon district preference



Prosource Hardware Accessories Overview

Prosource: Option #1				Prosource: Option #2			
Model	60 Month	48 Month	36 Month	Model	60 Month	48 Month	36 Month
Toshiba eStudio 8518a (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, 2000 Sheet Large Capacity Drawer)				Konica Minolta bizhub 808 (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, 2500 Sheet Large Capacity Drawer)			
Optional: 50 Sheet Staple Finisher	\$27.31	\$33.05	\$41.03	Optional: Staple Finisher	\$14.27	\$17.26	\$21.43
Optional: Booklet Finisher	\$41.77	\$50.55	\$62.76	Optional: Booklet Finisher	\$37.37	\$45.22	\$56.14
Optional: Hole Punch	\$5.14	\$6.22	\$7.72	Optional: Hole Punch	\$10.23	\$12.38	\$15.37
Optional: Fax	\$8.08	\$9.77	\$12.13	Optional: Fax	\$8.88	\$10.75	\$13.35
Toshiba eStudio 6525ac (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)				Konica Minolta Bizhub c650i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)			
Optional: 2000 Sheet Large Capacity Tray	\$6.83	\$8.26	\$10.26	Optional: 2500 Sheet Large Capacity Tray	\$9.47	\$11.46	\$14.23
Optional: Inner Staple Finisher	\$13.51	\$16.35	\$20.29	Optional: Staple Finisher	\$14.05	\$17.00	\$21.10
Optional: Booklet Finisher	\$33.28	\$40.27	\$50.00	Optional: Booklet Finisher	\$25.52	\$30.89	\$38.35
Optional: Hole Punch	\$5.09	\$6.16	\$7.65	Optional: Hole Punch	\$4.75	\$5.74	\$7.13
Optional: Fax	\$7.49	\$9.06	\$11.25	Optional: Fax	\$7.78	\$9.42	\$11.69
Toshiba eStudio 3528a (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)				Konica Minolta Bizhub 360i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)			
Optional: 2000 Sheet Large Capacity Tray	\$6.83	\$8.26	\$10.26	Optional: 2500 Sheet Large Capacity Tray	\$9.47	\$11.46	\$14.23
Optional: Inner Staple Finisher	\$13.51	\$16.35	\$20.29	Optional: Inner Staple Finisher	\$12.90	\$15.61	\$19.38
Optional: Booklet Finisher	\$33.28	\$40.27	\$50.00	Optional: Booklet Finisher	\$25.52	\$30.89	\$38.35
Optional: Hole Punch	\$5.09	\$6.16	\$7.65	Optional: Hole Punch	\$4.75	\$5.74	\$7.13
Optional: Fax	\$7.49	\$9.06	\$11.25	Optional: Fax	\$7.78	\$9.42	\$11.69
Toshiba eStudio 3525ac (Configuration: Dual Scan Document Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)				Konica Minolta Bizhub c360i (Configuration: Automatic Dual Scan Doc Feeder, 2 x 550 Sheet Trays, Enhanced Copy Stand)			
Optional: 2000 Sheet Large Capacity Tray	\$6.83	\$8.26	\$10.26	Optional: 2500 Sheet Large Capacity Tray	\$9.47	\$11.46	\$14.23
Optional: Inner Staple Finisher	\$13.51	\$16.35	\$20.29	Optional: Inner Staple Finisher	\$12.90	\$15.61	\$19.38
Optional: Booklet Finisher	\$33.28	\$40.27	\$50.00	Optional: Booklet Finisher	\$25.52	\$30.89	\$38.35
Optional: Hole Punch	\$5.09	\$6.16	\$7.65	Optional: Hole Punch	\$4.75	\$5.74	\$7.13
Optional: Fax	\$7.49	\$9.06	\$11.25	Optional: Fax	\$7.78	\$9.42	\$11.69



Prosource Educational References

Bullitt County Public Schools

Contact: Brittney Ashby

Email: brittney.ashby@bullitt.kyschools.us

Project Summary: Prosource has provided the service and support for the District copier fleet for the past five years. Prosource also provides the service and support for the District's Equitrac print management solution.

Spencer County Schools

Contact: Lori Riddle

Email: lori.riddle@spencer.kyschools.us

Project Summary: Prosource provides service and support for the District copier fleet. This is the second contract term Spencer County has partnered with Prosource for the District's needs.

Montgomery County Schools

Contact: Dr. Richard Culross

Email: richard.culross@montgomery.kyschools.us

Project Summary: Prosource provides the service and support for the District's fleet of copiers. Prosource also provides the service and support of the District's Papercut print management solution

Garrard County Schools

Contact: Chris Lang

Email: chris.lang@bath.kyschools.us

Project Summary: Prosource provides the service and support for the District's fleet of copiers. Prosource also provides the service and support of the District's Papercut print management solution

Transylvania University

Contact: Eric Ramsey

Email: eramsey@transy.edu

Project Summary: Prosource provides the service and support for the University's fleet of copiers. Prosource also provides the service and support of the University's Papercut print management solution. Prosource also provides Managed Print Services for the University's fleet of printers.



Prosource Commercial References

Keeneland Association

Contact: Don Slaughter

Email: dslaughter@keeneland.com

Project Summary: Prosource provides the service and support for Keeneland's fleet of copiers. ProSource also provides the service and support for Keeneland's Print shop operations and the fleet of production devices. ProSource provides the Managed Print Services for Keeneland's fleet of printers.

NECCO

Contact: Nick Balzano

Email: nbalzano@necco.org

Project Summary: We currently provide managed print services for the fleet of 54 copiers throughout Kentucky, West Virginia and Ohio. We recently renewed our partnership for a second 5-year term.

Bluegrass Orthopedics & Hand Care P.S.C

Contact: Andrew Sapp

Email: Andrew.sapp@bluegrassortho.com

Project Summary: Prosource provides Managed Print Services for the fleet of 100 plus copiers and printers across all locations. Bluegrass Orthopedics has been doing business with ProSource for 7 years.

Louisville Metro Government

Contact: Joan Sheffer

Email: Joan.sheffer@louisvilleky.gov

Project Summary: Prosource provides the service and support for the entire fleet of 750 plus copiers and printers deployed across the City of Louisville and Jefferson County. The complexities comprised in various departments ranging from Police and Fire, Corrections, Health Department, to Park and Recreations is all coordinated by the efforts of a Dedicated Customer Care Advocate.



Prosource Service Awards and Accolades



Pro-Tech Award

This prestigious award is only granted to Konica Minolta dealers who have demonstrated exceptional commitment to customer service, support, and satisfaction. We consistently qualify year after year for the past 16 years based on our superior management skills, inventory control, technical expertise, dispatch systems, customer satisfaction, and more.



ProMasters Elite Certification

Awarded to only a select number of top tier dealers each year, Toshiba's ProMasters Elite Certification recognizes exceptional service, training, and customer support. Prosource earned this distinction by exceeding Toshiba's highest level of service execution for customer support.



PaperCut MF Certified Technician & Engineers

Our in-house Papercut MF Certified Technicians and Engineers are fully certified and one of the only organizations in this market who will serve as a direct resource for the Print Management System.



Best of Print & Digital

The Best of Print & Digital program uses the Net Promoter Score, a leading indicator of customer loyalty, to identify companies that have provided the highest service delivery in the print and digital industry.



CRN Managed Service Provider 500 List, Pioneer 250

CRN's Managed Service Provider 500 list recognizes the top technology providers and consultants whose forward-thinking approach to providing managed services is changing the landscape of the IT channel.



MSP 501

Channel Futures recognizes MSP 501 winners as the most elite, innovative, and strategic IT service providers worldwide, serving as a model of excellence in the industry



Certificate OF COMPLETION

John Price

This certifies that the above recipient has
completed the ACDI Advanced Technical Training.

ACDI

