

Proposed Solution



Clarinda Community School District

Letter of Introduction

Thank you for your consideration in partnering with Infomax Office Systems. The included solution will provide several benefits for you. First, it will address your immediate business solutions needs; next, it will take into consideration your future growth needs; and lastly, it will address how we can assist your staff to fully utilize our technologies. 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 internal/external image.

Infomax, a third-generation family-owned-and-operated company, has been based in Des Moines, Iowa since 1958. We have been recognized as a Des Moines Register Top Workplaces 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.

We look forward to building upon our current findings with you, completing a successful implementation, and continuing to find areas of improvement for your business.

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

Respectfully,

Kyle Parsons
Senior Account Executive
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INFOMAX “WHY”

IN EVERYTHING WE DO THIS IS WHAT WE BELIEVE

We create Raving Fans of both our customers and Infomax Team. We are trusted advisors to our customers. We are a business without competition.

INFOMAX “HOW”



Consultants To Our Customers—Our goal is to create proactive and in-depth relationships with our customers versus short term transactional relationships. We want to fully understand customer needs and circumstances, be a resourceful expert, a loyal champion and a trusted advisor. We want to provide value beyond the product or service itself.



Customer Uptime—Infomax maintains approximately 4,942 customer output assets. In 2020 those customer output assets were “up” and operational 99.05% of the time. An amazing 11,160,585 hours out of a possible 11,267,760 business hours. We keep our customers productive.



Customer Response Time—In 2020 Infomax provided products and services to 88 of 99 Iowa counties. In 2020 Infomax customers experienced an average on-site response time from Infomax of 3.94 hours on all repair calls. Infomax responded to repair calls 5391 times. Infomax responded on-site within 1 hour 33.13% of the time and on-site within 2 hours 52.88% of the time. We were also able to phone-fix a customer repair call with our help desk 1,074 times in 2020. We get our customers back to work quickly.



iGuard Managed IT – Complete Cloud – Hosted Communication - Service Desk—Annually our Service Desk completes and resolves 50,000 incoming tickets. With our managed IT solution we have a live person answer the phone within 2 rings. With our complete cloud solution we have a live person answer the phone with 1 minute. Our average resolution time from initial request to completing a ticket is 29 minutes. We resolved 95% of tickets with just a phone call or email. We support managed IT, complete cloud, and hosted communication.



NET Promoter Score—This is a system that allows us to capture customer satisfaction and loyalty metrics after every service call. The average North American company has a Net Promoter Score of 10. Some well-loved companies such as Southwest Airlines, Amazon, Apple, Nordstrom’s and Costco reach scores in the 60’s, 70’s and low 80’s. Infomax’s Net Promoter Score in 2020 was 90.77. Our customers appreciate our service and recommend us.



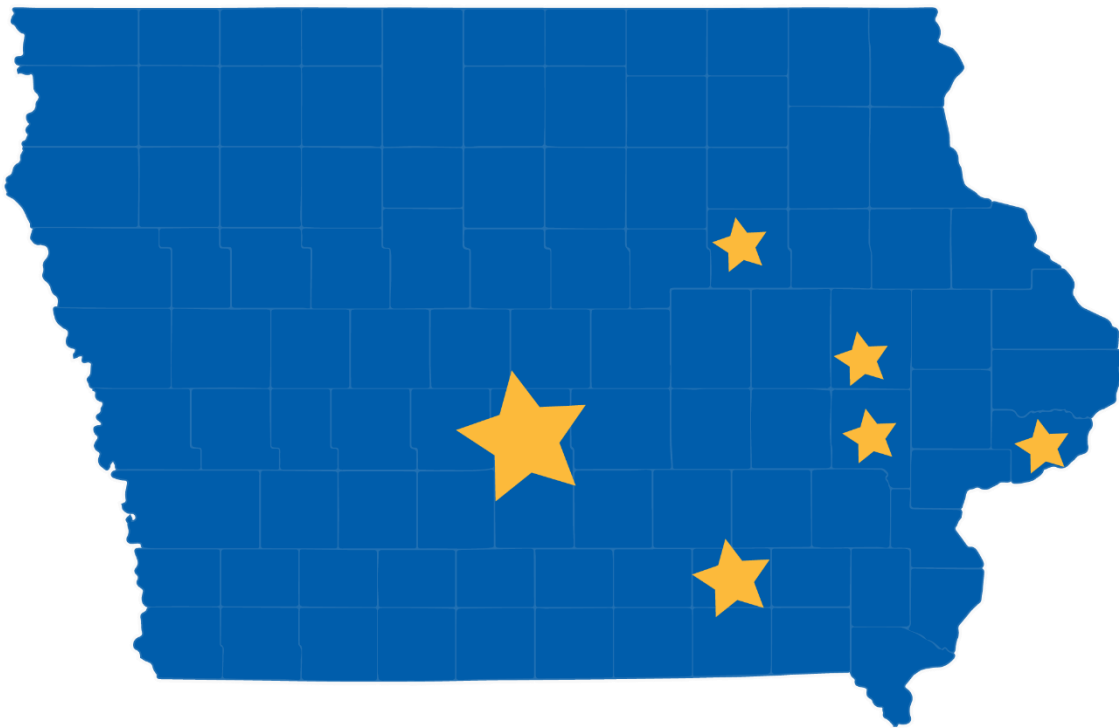
Top 100/150 Workplaces in Iowa—Infomax has been recognized as one of the Top Workplaces in Iowa for nine consecutive years. 2012 – 2013 – 2014 – 2015 – 2016 – 2017 – 2018 – 2019 – 2020. Thousands of companies and employees are surveyed every year by an organization called Workplace Dynamics. Our employees like being at Infomax and like serving our customers.

INFOMAX “WHAT”

WE MARKET AND SUPPORT CUSTOMIZED IMAGING AND IT TECHNOLOGY SOLUTIONS,
WHICH HELP ORGANIZATIONS MEET THEIR GOALS AND OBJECTIVES.

Local Touch with Nationwide Reach

We have two locally run offices in Des Moines (Headquarters) and Ottumwa (local office). In Eastern Iowa, we have several service and sales staff in Iowa City, Cedar Rapids, Waterloo/Cedar Falls, and the Quad Cities. Each location offers a full suite of solutions ranging from traditional copy/print devices, software solutions, managed print services and managed IT services. All our employees work in their communities that they reside. If your company has locations/needs that reach outside of the state of Iowa, we have the dealer/manufacturer support to take care of each location seamlessly to you.



Managed Copy/Print Solutions



Managed IT Services



Device/Asset Management



Document Workflow Solutions



Document Security Output

Production Printing and Graphic Products

Our sheet-fed digital production systems combine speed and versatility to deliver even the most demanding print projects faster than ever before. Our intuitive and responsive digital printing systems let you master complicated, labor-intensive jobs in record time while exceeding the quality of traditional offset printers. Both small and large businesses will benefit from the advantages of industry-leading quality, minimal maintenance and an overall functionality that give you the speed, capacity, and power you deserve.

Infomax carries only the world's best-regarded brands for high volume color and black/white production. Achieve impressive, professional results with a full suite of production capabilities, including:

- Superior digital imaging
- Ultra-accurate color management
- Support for most color profiles and toner types
- Compatibility with most paper sizes, weights, and finishes
- Printing speeds of up to 328 ppm
- Monthly print volumes of over 4 million impressions
- Comprehensive finishing options
- Complete process automation
- Enhanced networking and security features

We have off-line finishing, binding, and pre-press products that include:

- Shrink wrap systems
- Paper joggers, drills, and cutters
- Shredders
- Paper slitters and creasers
- Folders, bursters, and collating systems
- Die cutters
- Stitchers
- Booklet makers
- Binding equipment
- Laminators
- Perforators
- Tabbing
- Color management



THE THINK BEYOND TOMORROW GUARANTEE

We want you to be efficient – productive – and happy. That’s why we offer the exclusive Infomax think Beyond Tomorrow Guarantee for all new equipment acquisitions.

HOW WE KEEP YOU SATISFIED

Our Think Beyond Tomorrow Guarantee comes free with all new Infomax office equipment. Simply and concisely, it says:

- **If you call in an equipment issue, we guarantee a one-hour phone response – meaning we will call back within one hour or less and, through our help desk, assess the problem, and if necessary, advise you on when we will arrive.**
- **If we are unable to fix your system on site in a timely manner, Infomax will provide loaner equipment or access to our in-house systems during our normal business hours until your products are up and running.**
- **If we, or our equipment, fail to live up to your expectations based on our agreement, give us written notification and up to 30 days to rectify the situation. If you are still not satisfied, we’ll remove your 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 put you on a new agreement with updated equipment subject to terms mutually agreed to between Infomax and the customer.**

OUR THINK BEYOND TOMORROW GUARANTEE

This guarantee is in addition to all other guarantees and warranties granted by your equipment’s manufacturers. It’s a safe decision that assures you of receiving extended superior service and performance for all equipment you buy, lease, and place on PrintMax Plus from Infomax.

MORE VALUE AND PRODUCTIVITY

With the Think Beyond Tomorrow Guarantee, your office equipment works more dependably because the factory-trained Infomax service team repairs it faster and repairs it correctly – the first time. It’s an advantage only Infomax customers have because only Infomax offers the Think Beyond Tomorrow Guarantee.

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.



Solution Pricing Proposal

By Kyle Parsons

Main Solution Components

Quantity	Item	Item Description
1	Kyocera 7054ci	4 Paper Trays. External Staple.
2	Kyocera 7054i	4 Paper Trays. External Staple.
1	Kyocera 4054ci	4 Paper Trays. External Staple.
1	Kyocera 2554ci	2 Paper Trays. Cabinet Stand. Internal Staple. Fax.

Financial Options

**FMV Lease –
36mo.**

**\$ 1,143.30/mo.
w/PaperCut**

Service Agreement

*Will be with Specialty Underwriters

**Infomax works very close and day to day with Specialty Underwriters

Infomax Office Systems Contacts

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