



PROPOSAL FOR

Town of Irvington



PROPOSED BY

Reid Powell



Centric Overview

For over 25 years Centric has earned an award winning reputation for providing the most innovative office technology with integrity, outstanding service, and excellent value. We demonstrate our unwavering commitment to total customer satisfaction through our *CustomerFirst* program. *CustomerFirst* is your assurance that Centric will integrate reliable hardware solutions with software to help you manage document workflow and increase productivity.



LOCAL

In a service-intensive industry, there are tremendous advantages to working with a local company. All part, supplies, specialists, billing, decision makers, service, support and over 200 dedicated employees are located close to your organization.



SERVICE

All requests for service are handled by a live representative in our state-of-the-art call center. Your technician will respond by phone within two hours to remotely diagnose and potentially resolve the issue. If on-site service is required, your technician will arrive, on average, within four hours. Technicians are proactive and perform a total diagnostic on every visit – inspecting the entire device and replacing worn parts, ensuring maximum up time.



TECHNOLOGY

Centric is the leading providers of office technology in the Mid-Atlantic region. We offer the most innovative, productive and reliable digital technology and software solutions from the world's finest manufacturers, including Ricoh, Sharp, HP and Kyocera. Our technology partners offer a full range of award-winning products so you are assured of obtaining the right solution for your specific applications.



GREEN

We strive to minimize the environmental impact of our products by continuously implementing and improving programs aimed at environmental conservation. From our GOLD LEED certified corporate office to our toner recycling programs, the reduction of our ecological footprint is part of our corporate philosophy.



CustomerFirst

EQUIPMENT PERFORMANCE

Your equipment will perform to manufacturer's specifications for the term of your lease or we will provide a replacement of equal or greater capabilities. If we can't repair a problem in your office, we will provide a loaner at no additional charge.

TRAINING & SUPPORT

Your staff will receive training and support from our dedicated Customer Support Team on the most effective ways to implement and utilize your Centric solutions.

CERTIFIED TECHNICIANS

All of our technicians are certified and factory trained to maintain your equipment. Centric has a manufacturer-certified trainer on staff, ensuring our technicians are trained to repair most problems on the first call. Centric's technicians are rewarded based on the reliability of your equipment! We measure their success based on the quality and productivity of the document you produce between service visits, a unique approach that ensure a high level of customer satisfaction.

INVESTMENT SECURITY

Our leasing and trade-in programs provide you with the flexibility to upgrade and change equipment when necessary and access new technology without penalties.

AWARDS & ACCOLADES





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Current Situation



Ricoh IM C2500

- 25 pages per Minute Black & White and Color
- Copy/Print/Scan/Fax
- 2 Paper Trays (1,100 Sheet Capacity)

Current Monthly Spend

Town of Irvington							
Current Situation- Ricoh IM C2500							
Date	B&W Usage	B&W Rate	B&W Cost	Color Usage	Color Rate	Color Cost	Total Cost
9/11/2023	3,389	\$0.0132	\$257.40	3,330	\$0.07270	\$242.09	\$499.49
6/27/2023	3,194	\$0.0132	\$257.40	2,949	\$0.07270	\$218.10	\$475.50
3/13/2023	3,059	\$0.0132	\$257.40	2,825	\$0.07270	\$218.10	\$475.50
11/2/2022	4,164	\$0.0132	\$257.40	2,891	\$0.07270	\$218.10	\$475.50
Average	1,151	\$0.0132	\$85.80	1,000	\$0.0727	\$74.70	\$160.50
Average Monthly Service Payment:				\$160.50			
Monthly Lease Payment:				\$300.04			
Total Average Monthly Payment:				\$460.54			
Allowances per Quarter			Month	Actual Monthly Average			
	Black	19,500	6,500	1,151			
	Color	3,000	1,000	1,000			



CENTRIC

Solution Financials



Sharp BP-70C31

- 31 pages per Minute Black & White and Color
- Copy/Print/Scan/Fax
- 2 Paper Trays (1,100 Sheet Capacity)

Centric Solution Options

36-month Rental

\$380.00/month

Service Included

1,200 black and 1,200 color with overage billed quarterly @\$0.0121 black and @ \$.0605 color

SERVICE AND SUPPLY PROGRAM

Includes ALL Toner, Developer, Drums, Parts, Preventative Maintenance, Labor, Delivery, Installation, Networking, IT Help Support, Unlimited Training

Total Average Monthly Savings: \$80.54

Total Average Annual Savings: \$966.48

Total Savings Over Term of Contract: \$2,899.44



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Other Options

Refinance current lease into 36-month Rental

- New monthly payment would be \$235.00
- Service Contract allowance adjusted to current averages of 1,200 black and 1,000 color per month
- Overages billed quarterly at \$.0178 black and \$.0727 color
- Rental agreement allows to change machines anytime in the 36-month term

Buyout the remainder of your lease (you will own the machine) and continue on with your Adjusted Service Agreement

- One-time payment of \$1,722.80 to Great America Financial to settle the Fair Market Value buyout of your lease
- New monthly payment would be \$95.00 to cover adjusted service agreement
- Service Contract allowance adjusted to current averages of 1,200 black and 1,000 color per month
- Overages billed quarterly at \$.0178 black and \$.0727 color



Implementation Plan



DELIVERY & INSTALLATION

Expect a call from Centric's Delivery Coordinator to schedule a convenient time that works in your schedule for implementation of your new solution.



ACCOUNT MANAGER

Reid Powell, Sales Supervisor will be responsible for overall account management and monitoring.



90-DAY REVIEWS

We believe in staying actively involved in your account. Centric will provide reviews on a quarterly basis. We will assess your entire fleet and report back with updated information in order to proactively address monthly volumes, billing, equipment performance, and redeployment of current equipment.



SERVICE

Our technicians are among the elite and have an average tenure of 18 years in the industry. All of Centric's technicians are certified and factory trained. All technicians travel with a substantial inventory of spare parts, allowing them to repair the majority of problems on the first call. Each account has an assigned, dedicated technician in order to provide the most intimate and consistent service.



TRAINING

Our dedicated training staff will reach out to schedule the initial training on your new device. On-going training is also a standard and integral part of all Centric services. Centric's training staff can be utilized at any time during our relationship. You will receive training and support on the most effective ways to implement and utilize your new installed solutions. Our training is unlimited and can be requested at any time.



Doing Business with Centric

PLACING A SERVICE CALL

Please have your equipment ID number ready. Please also be prepared to describe the problem or error code you are experiencing. You can place a service two different ways:

1. Continue to call the toll-free number listed on your Equipment Label during standard business hours. A customer service representative will assist you in placing your service call.
2. Visit our website online 24/7 at <http://www.centricbiz.com/Resources>. Follow the prompts to enter your service request.

ORDERING SUPPLIES

Have your Equipment ID number and current meter reading ready. Let us know what type of supplies you need (i.e. toner) and what quantity.

1. Continue to call the toll-free number listed on your Equipment Label. A customer service representative will assist you in placing your supply order.
2. Visit our website online 24/7 at <http://www.centricbiz.com/Resources>. Follow the prompts to enter your supply order.

SUPPLY DELIVERY

Our warehouse and distribution center is home to a substantial inventory of supplies. Products that are in stock will ship within one business day of your order.

TONER RECYCLING PROGRAM

In addition to working with environmentally-conscious manufacturers, we've created a toner recycling program that provides responsible disposal of toner cartridge contents and proper recycling of cartridge containers. We'll ship pre-addressed, pre-paid recycling boxes to you. When your cartridge is empty, place it in its original box or wrap in newspaper or bubble wrap and drop it in the recycling container. When the recycle container gets full simply seal the box and schedule for UPS pick up. Recycling your toner cartridges reduces pollution and waste by diverting non-biodegradable materials from being disposed of in landfills. Contact our supply department at 877-902-3301 to obtain pre-paid shipping boxes.

TRAINING & SUPPORT

Centric offers training and support on the most effective ways to implement and utilize the solutions you selected to install. Our Client Training Specialist will schedule a visit with you whenever is most convenient. And any one of your users is welcome to attend. To contact a Client Training Specialist, please call 877-902-3301.