BUSINESS SERVICES

THE TEAM. THE TECHNOLOGY. THE SOLUTION.

Digital Imaging Proposal Prepared For:

Town of Irvington

Presented By:
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UBEO, LLC

Why UBEO

We make the complicated simple.

UBEO is an end-to-end business solutions provider focused on delivering value, not one-off services or products. We solve our customers' challenges and drive measurable results — all through a frictionless partnership that empowers our customers.



Why partner with UBEO?

Committing to a new partnership comes with some potential unknown risks. We acknowledge that this change can be met with some hesitation. So why do we feel UBEO the right partner for your organization?

Our Decision-Making Philosophy

UBEO is a Customer First, Employee Second, Company Third organization. We put our customers' interests ahead of everything else. Because of this philosophy, we have enjoyed a 97% client retention rate over the last 20 years with over 98% of our customers telling us they are satisfied or extremely satisfied with our service.

Local Accountability

While UBEO is a national leader in business technology, our local leadership is empowered to always do what is right for our customers. Your account management team has the decision-making authority to ensure your experience with our team is second-to-none.

All the Best Brands in One Place

UBEO leads with a brand agnostic product strategy. UBEO has more hardware and software partners than most other competitors in the industry. We focus on your team's unique workflow and application needs to custom-tailor the solution that is right for you.

Unparalleled Flexibility

UBEO's unique U-Manage Rental Program allows business leaders the freedom to adjust equipment as your needs change. Our goal is to keep your team up-to-date with the latest security and product features. The U-Manage Rental Program provides the lowest monthly payment options and adding the flexibility to upgrade before the end of the term.

UBEO - Company Profile

Year Founded: 2004

Headquarters: Austin, TX

CEO: Jim Sheffield

President: Jim Morrissey

Locations: 62 nationwide

Acquired **Companies:** 24

Employee Count: 1,200+

Customer Count: 30K+ Accounts

Key Services

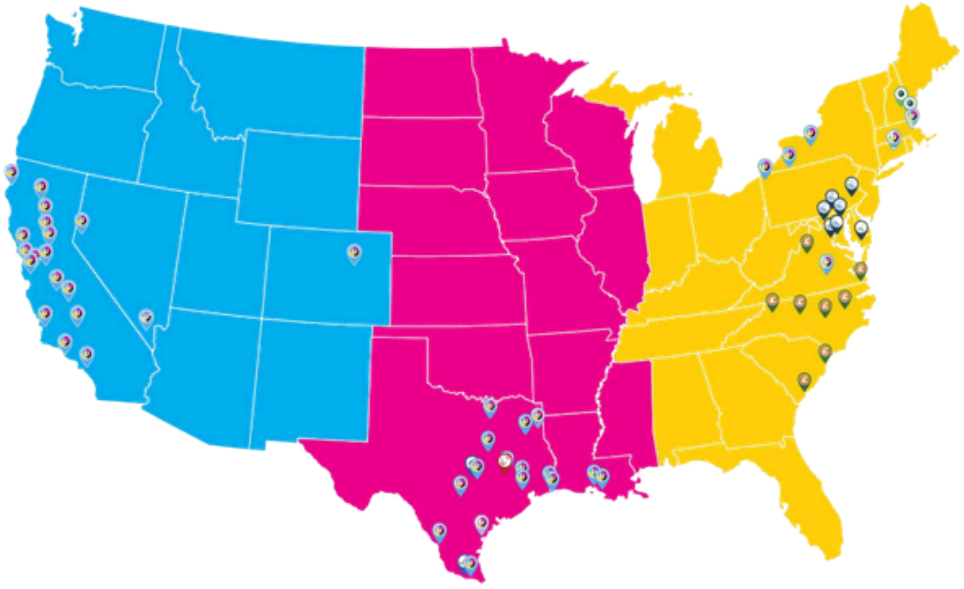
- Enterprise Content Mgmt
- Imaging Systems
- Production Print Solutions
- Process Optimization
- Business Services
- Remote Workforce Solutions
- High-end Graphics
- Technical Documents

Hardware Brands:

- #1 Ricoh Dealer
- #2 Canon Dealer
- Xerox
- Konica Minolta
- HP
- Lexmark
- Kyocera
- Sharp

Software Partners:

- DocuWare
- Laserfiche
- XMFax
- Infinity Cloud
- PaperCut
- uniFLOW
- and many more…



4.8 out of 5 stars in 35k+ surveys!

Need help? We've got your back.



National Reach, Local Touch.

Nothing is more important to us than your experience with our team and our technology. Your Account Manager is there to ensure that we are exceeding your expectations in every way possible. Your local leadership team is empowered to make the best decisions for your account supported by a nationwide team of experts.

Industry Experts

We aggressively recruit the top experts in our field. UBEO has become the top choice for talent in the business technology industry. From Business Analysts and Master Service Technicians to Production Specialists and Systems Integrators, UBEO provides a wide bandwidth of industry experts to help your team to do their best work.

ubeo

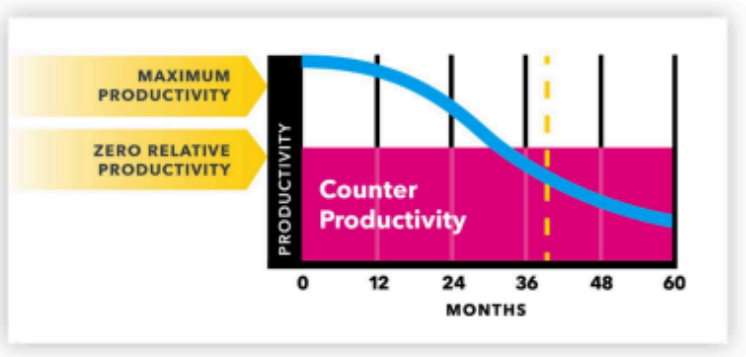
The Freedom of *Flexibility.*



Our unique acquisition strategy provides the benefit of low monthly payments and the flexibility to adapt to your changing needs.

Why Rent?

Owning business technology long term is a negative value proposition. Office machines are disposable. They have a limited shelf life. Over time, repairing machines becomes more expensive than the cost of buying new. Renting provides you with the lowest cost of ownership and still gives you the ability to upgrade to newer technology as your business grows.



This graph represents the performance of current devices versus changes in technology over time. Newer products are better, faster, and more practical as technology evolves. Holding on to equipment for the full term of an agreement has a negative value correlation versus refreshing your print fleet every few years.



FULL FUNCTIONALITY GUARANTEE

UBEO guarantees the ***FULL FUNCTIONALITY*** of all equipment for the life of the agreement. If a piece of equipment fails to meet full functionality capabilities, it will be repaired or replaced for the duration of the agreement.

Elevate your experience.

Our leadership team envisioned a service survey that not only provides valuable customer insight but also enhances your service experience through the power of real-time feedback. Join us in shaping a better customer journey!



Instant Feedback & Swift Solutions from UBEO

EXCEPTIONAL SERVICE:
Join the 98% of customers who rate us 4 or 5 out of 5 stars, a testament to the excellence of our service organization.

SWIFT ACTION:
Every layer of our dedicated service team and company leadership is promptly notified, ensuring rapid response and resolution by our field service leaders.

UNPARALLELED ATTENTION:
Only 0.65% of customers express dissatisfaction, and our system ensures immediate attention to any lower-rated surveys.

ELITE CUSTOMER EXPERIENCE:
Rest assured, issues are handled swiftly, contributing to the overall excellence of your customer journey. Your satisfaction is our top priority!

PROACTIVE ALERTS:
Experience a seamless process as our system alerts us the moment you submit a survey below our service score threshold.



Want time back in your week?

HOW DOES UBEO DCA WORK?

The UBEO DCA solution consists of a device monitor installed at each site. Processed encrypted device information is sent to a secure web portal on our server. No user data is collected. Newly discovered devices are automatically registered with the UBEO DCA which automates toner management and improves page count accuracy.

UBEO DATA COLLECTION AGENT

- **Upgrade from FMAudit or other device detail software.**
- Automates the meter reporting process.
- Monitor and order toner automatically when needed.
- Improves uptime.

Completely Free!

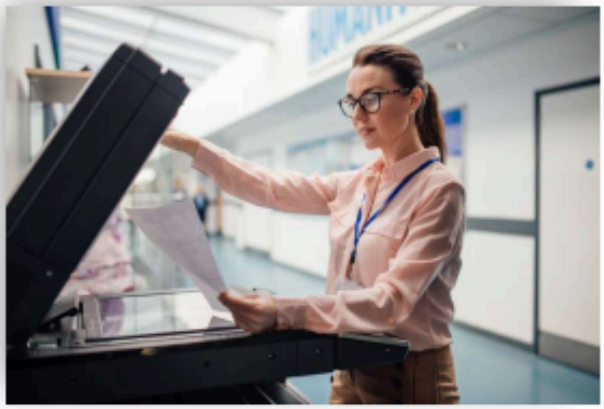


Your contract includes a simple-to-install integrated monitor that delivers real MPS benefits!

Benefits of the UBEO DCA

TOTAL PRINT SERVICE REMOTE CONTROL

- Device Discovery and change management
- Automated meter collection and processing for billing
- Automated toner management and ordering



CORE MPS FEATURES

Asset Management
- Device monitoring & page counts
- Moves and change control and alerts

Consumables Management:
- Toner status & replacement requests
- Comprehensive Reporting

PLUS ENHANCEMENTS

Integrated with HP SDS:
- Full SDS 2.5 integration
- Advanced remote diagnostics
- Remote remediation services

Computer Access
- End user can access the gathered data

Data Sheet - Proposed Solution

(QTY. 1) RICOH IM C4510

Designed for higher-volume environments, the RICOH IM C4510 offers more than standard multifunction features. It gives your company the additional benefits of mobility, security and more ways to power productivity. This intelligent device delivers vibrant 1200 x 1200 dpi precision, robust media handling, remote management and print speeds of up to 45 ppm. Connect to the cloud. Scan and share from anywhere. Make every task simpler.

Key Features

- IM C4510
- Paper Feed Unit PB3320
- PostScript3 Unit Type M52
- Copy, Print, Scan
- 45 PPM

RICOH IM C4510



DIMENSIONS
WIDTH: 23.10in (587mm)
DEPTH: 27.60in (701mm)
HEIGHT: 47.60in (1,209mm)
Actual dimensions may vary. These are approximate only.

POWER CONSUMPTION (MAIN UNIT) 120V-127V, 60Hz

The Financial Proposal

CONFIGURATION

QTY	Manufacturer	Model	Description
1	RICOH	IM C4510	45 PPM Color Printer/Copier (Floor Standing Model)

Pricing Good Through Date: 10/30/26

UBEO SVC Inclusions	B/W Images		Color Images	
Model	Incl. Volume	Overage Rate	Incl. Volume	Overage Rate
RICOH IM C4510	1,000 / Mo	$0.0165	600 / Mo	$0.0772

Monthly Investment - 63 mo UBEO Managed Rental (UMR)

(1) Ricoh IM C4510	$379.00 + Overages

- Includes all equipment defined in proposed equipment outline
- Includes 1,000 BK/WH impressions, 600 Color impressions monthly
- UBEO Rental allows flexibility to change technology or volume commitments as needs change with no financial penalty
- Includes Equipment, Service and Supply Coverage (excluding paper)
- Includes Delivery, Network Cable & Installation and Unlimited Training
- Overages are Billed Quarterly
- Scans are No Charge

Next Steps

Moving Forward With Your Proposed Solution

- Now that you are ready to move forward with your UBEO solution, I will begin to prepare a document package for your review and signature.
- Once the authorized agreement is received, I will submit it for processing, and a member of our Operations team will contact you to schedule the installation.
- On the day of installation, a UBEO Analyst will arrive to provide the analyst services and installation.
- I will perform an onsite Customer Care call two weeks after installation to ensure everything is running smoothly and additional training/support is not needed.

Thank you for the opportunity.

Dustan Fleming

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