



Corporate Backgrounder

Company Overview

Headquartered in Tempe, Ariz., FlexPrint, Inc. is a leading provider of customized cost-per-print, document output and imaging solutions that are optimized to help businesses manage their workflow more effectively and efficiently. Frank Gaspari, president and CEO, used his 20 years of experience in the print management and office technology industries to establish FlexPrint in 2005.

The organization quickly became one of the fastest-growing document output service providers in the Phoenix metropolitan area, and has since expanded with direct sales and service offices in Los Angeles and Chicago. Today, the company serves hundreds of customers in 27 U.S. markets, in industries such as hospitality, law, automotive, construction, retail and manufacturing.

Tailored Solutions

Independent studies by highly regarded industry analysts have discovered that as much as 10 percent of a company's annual revenue is spent on document output. FlexPrint aids organizations by identifying solutions to help uncover savings within this area. As a full-service document management firm, the company helps clients streamline and manage overall document output.

To help clients save space, improve workflow and reduce and control costs, FlexPrint's consultants provide the following services:

Blue Print Analysis

Recognizing that many companies understand the importance of cost-effective internal document output, but lack the expertise and time necessary to explore, identify and implement the most efficient print management system, FlexPrint provides a free in-depth analysis of a company's current document output infrastructure. This allows organizations to better understand their technology, print usage patterns and all costs associated with document production. Through an assessment of all current document output processes, FlexPrint provides strategic recommendations that address a company's current and future needs.

Cost Determination

Through a 30-day in-depth, detailed analysis, FlexPrint calculates the exact cost to produce a document for each client.

Hidden Cost Identification and Consumable Evaluation

FlexPrint consultants uncover any unnecessary expenses and inefficiencies, determining the best ways to eliminate redundancies and identify document output trends that interfere with efficiency. Additionally, the company studies current equipment usage patterns in order to predict future needs and determine actual associated costs.

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Expense Recommendations and Process Consolidation

FlexPrint uses the assessments to recommend and create new cost-saving plans for its customers and helps companies consolidate printing assets to streamline processes, increase productivity and save money.

Comprehensive Programs

Each program is tailored for each client's unique document output needs. Depending on the needs of a client, a program may range from a fixed cost-per-page to support all documents produced within a client's office, to establishing an entire new technology infrastructure in multiple offices, states, etc.

Centralized Customer Service

To facilitate customer needs, the company offers a centralized care center with customer service representatives who can be contacted for all service and supply needs. From their care center, FlexPrint's team of professionals dispatch technical engineers, order supplies and answer any questions customers may have regarding products and services.

To ensure the highest level of service, FlexPrint technicians are fully certified by Hewlett-Packard, one of the world's most trusted technology providers and all other technology manufacturers. As part of the rigorous requirements of FlexPrint's technology partners, technicians are required to complete ongoing annual training in order to meet demands of current trends, technologies and solutions.

Furthermore, FlexPrint guarantees virtually 100 percent equipment uptime, equipment replacement and authorized manufacturer parts, supplies and accessories. Technicians have access to the most current reference materials and diagnostic equipment, efficient dispatch systems via portable technology and an inventory of critical parts that are carried with them at all times during every site visit.

Valued Partnerships

FlexPrint has partnered with several of the industry's top companies to deliver the services and equipment customers expect:

Hewlett-Packard

FlexPrint was selected by Hewlett-Packard (HP) as an Office Printing Solutions partner because of its dedication to customer service, programs, technical expertise and ability to extend its scope past traditional notions of print management. As an OPS partner, FlexPrint has access to exclusive HP hardware, valuable resources and other tools that can help better service customers.

Flex print tracker™

FlexPrint also utilizes the latest technology developed by FMAudit, *customize for FlexPrint*, a company that specializes in print asset and meter data collection products to conduct accurate surveys of all networked print devices. This partnership allows FlexPrint to generate accurate and tailored reports on all hardware, including the number of prints and copies per device, cost-per-print and usage patterns, within a just a few minutes.

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EasyLink

FlexPrint also is a partner of EasyLink® Services Corporation, the leading provider of enterprise-class messaging services for business customers. By partnering with EasyLink, FlexPrint's customers may send and receive faxes instantly via e-mail without leaving their desk. The EasyLink messaging system also offers the ability to broadcast the same document to many destinations instantaneously, increasing efficiency, reducing costs and providing the convenience of an international messaging service.

Liberty Information Management Solutions

Liberty Information Management Solutions is a leading software provider for the electronic content management industry. The company's flagship product, LibertyNet™, provides document imaging, electronic document management, process automation, workflow, digital asset management, e-forms, e-mail management and collaboration. FlexPrint works with LibertyNet to help clients streamline document workflow and network processes.

Ricoh-Lanier

FlexPrint also recently announced a partnership with Ricoh-Lanier, a European-based producer and supplier of high-quality equipment for the electronics industry. Recognized worldwide for manufacture ring world-class copying and imaging products that are capable of effectively handling any print, copy, fax scan application Ricoh-Lanier is a world leader in the marketplace.

Lexmark International, Inc.

FlexPrint also works closely with Lexmark International, Inc., a leading developer, manufacturer and supplier of printing and imaging solutions for offices and homes. With a focus on making it easier for businesses and consumers to move information between the digital and paper worlds, FlexPrint is an authorized partner to market and support their products.

Kyocera

A worldwide leader in copying, printing and Imaging, Kyocera has authorized FlexPrint to market and support their complete line of imaging products.

Setting New Standards

FlexPrint has created an environment that makes it easy for employees to be passionate about their jobs and their customers. The company's headquarters is furnished with state-of-the-art technology to help staff perform their best work. With 50-inch plasma monitors throughout the facility, directly connected to the company's operating system, each employee can access details on every open service call, allowing personnel to assist clients at superior speed.

In addition, the facility offers numerous perks and amenities to keep employees satisfied and give them a healthy work-life balance, including a gym, lounge, basketball hoop and other game facilities. In recognition of these efforts, the *Business Journal of Phoenix* named FlexPrint as one of its Best Places to Work in the Valley of the Sun in 2007.

FlexPrint continues to implement new ways to help customers save money and set itself apart in the document management world. As an industry leader, FlexPrint works to set the highest standards to ensure customer satisfaction and remain one of the nation's most trusted organizations of its kind.

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