



FREQUENTLY ASKED QUESTIONS

Q: What is FlexPrint?

A: FlexPrint, Inc. is a leading, full-service document management firm helping businesses manage document workflow more effectively and efficiently. The company is backed by a proven formula for success that has assisted hundreds of companies, from small and mid-size businesses to large corporations, in identifying internal document output inefficiencies. By implementing a customized print management infrastructure for clients, FlexPrint makes printing systems more productive and profitable.

Q: Where is FlexPrint headquartered?

A: FlexPrint is headquartered in the Phoenix metropolitan area in Tempe, Ariz., and recently opened new offices in Los Angeles, Calif. and Chicago, Ill.

Q: What types of services does FlexPrint offer?

A: FlexPrint empowers senior management of middle market and large companies with print management strategies to provide better control of its document printing and network infrastructure. The company provides a variety of services to meet clients' specific document management needs, including:

- Print Analysis – FlexPrint provides a free, in-depth analysis of a company's current document output infrastructure and develops recommendations that address current and future needs.
- Cost Determination – FlexPrint calculates the exact cost per print, and infrastructure of document output.
- Hidden Cost Identification – FlexPrint consultants uncover any unnecessary expenses, finding ways to eliminate redundancies and identify printing trends within an organization that may be inefficient.
- Consumable Evaluation – FlexPrint studies current equipment, imaging supplies and usage patterns in order to predict future use and associated costs.
- Expense Recommendations – FlexPrint uses assessments to recommend and create new cost savings plans.
- Process Consolidation – FlexPrint helps companies consolidate printing assets to streamline processes and increase productivity.

Q: What type of cost savings can be recognized?

A: Today, internal document output has become one of the largest unexplored expenses for corporate America with 3-10 percent of corporate revenues spent on document output. Utilizing the latest technologies, FlexPrint strives to help businesses achieve cost savings and maximize employee efficiencies while lowering overall output expenses by up to 30 percent.

Q: When was FlexPrint founded?

A: With more than 20 years of experience in print services and office technology industries, president and CEO Frank Gaspari established FlexPrint in 2005. The organization quickly became one of the fastest-growing document output solutions providers in the nation. With sales and service locations in Tempe, Los Angeles and Chicago, FlexPrint today services clients in 27 different states.

Q: How do businesses begin working with FlexPrint?

A: FlexPrint has developed a formula for success including a formal analysis that helps businesses streamline their document workflow by calculating hidden costs and ensuring productive document management. After a FlexPrint account manager conducts a detailed study of a customer's business environment, which typically takes 30 days, FlexPrint reviews the findings, with the company's senior management. Based upon the findings and more importantly the direction the company wants to take, FlexPrint presents recommended solutions to improve efficiency and reduce expenses.

Q: How does FlexPrint manage its relationship with clients?

A: Customer satisfaction is FlexPrint's first priority. 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.

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.

FlexPrint's technical staff responds to initial calls within two hours to determine the nature of the issue and institute all appropriate measures to ensure that it is resolved in a timely manner. Furthermore, FlexPrint provides preventative maintenance to help any issues from reoccurring and provide detailed account reviews for each client.

Q: How much do FlexPrint services cost?

A: Recognizing no two organizations function the same, FlexPrint creates flexible pricing options suitable to each client's operational requirements that can be adapted to accommodate growing businesses that may be experiencing change. FlexPrint helps companies identify the best financing options to extend resources and eliminate large expenditures upfront.

Q: What organizations/partners does FlexPrint currently work with?

A: FlexPrint has partnered with several of the industry's top technology companies to deliver top-quality services and equipment. FlexPrint's current partners include:

- **Hewlett-Packard** – World-renowned technology provider operating in more than 170 countries around the world who partnered with FlexPrint in 2005
- **Ricoh-Lanier** – A manufacturer of copiers, printers and supplies related to document management, FlexPrint is an authorized supplier of these world-class products
- **EasyLink® Services Corporation** – A leading provider of enterprise-class messaging services for business customers

- **Liberty Information Management Solutions™** - A leading software provider for the electronic content management industry
- **Kyocera** – An authorized supplier of these world-class printer based products
- **Lexmark International, Inc.** – A leading developer, manufacturer and supplier of printing and imaging solutions.

Q: What is FlexPrint’s relationship with Hewlett-Packard (HP)?

A: In 2005, FlexPrint was selected by Hewlett-Packard (HP) as an Office Printing Solutions (OPS) partner. Additionally, Frank Gaspari, FlexPrint CEO, sits on the advisory council for HP. As an OPS partner, FlexPrint has access to exclusive HP hardware, valuable resources and other tools that can help better service customers. 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.

Q: What types of companies/industries does FlexPrint typically serve?

A: FlexPrint serves hundreds of “Best in Class” businesses in 27 U.S. markets, in a variety of industries including:

- Hospitality
- Law
- Automotive
- Construction
- Manufacturing.
- Service Companies
- Retail

Q: What makes FlexPrint unique in its industry?

A: FlexPrint differentiates itself from traditional technology providers by identifying and providing solutions to print infrastructure dilemmas rather than focusing on sales. FlexPrint provides companies with output devices and products, but its approach is completely consultative, and does not heavily rely on selling technology. Before recommending products to clients, FlexPrint works with the client’s current output infrastructure prior to installing new technology.

Q: What else should I know about Flex Print?

A: In 2007, the *Business Journal of Phoenix* named FlexPrint as one of its Best Places to Work in the Valley of the Sun for its numerous perks and amenities to keep employees satisfied and give them a healthy work-life balance. In addition to providing flexible work schedules and competitive compensation, FlexPrint employees have access to their own gym, lounge, kitchen, basketball hoop and other game facilities at their office to ensure a fun and relaxed work environment.

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