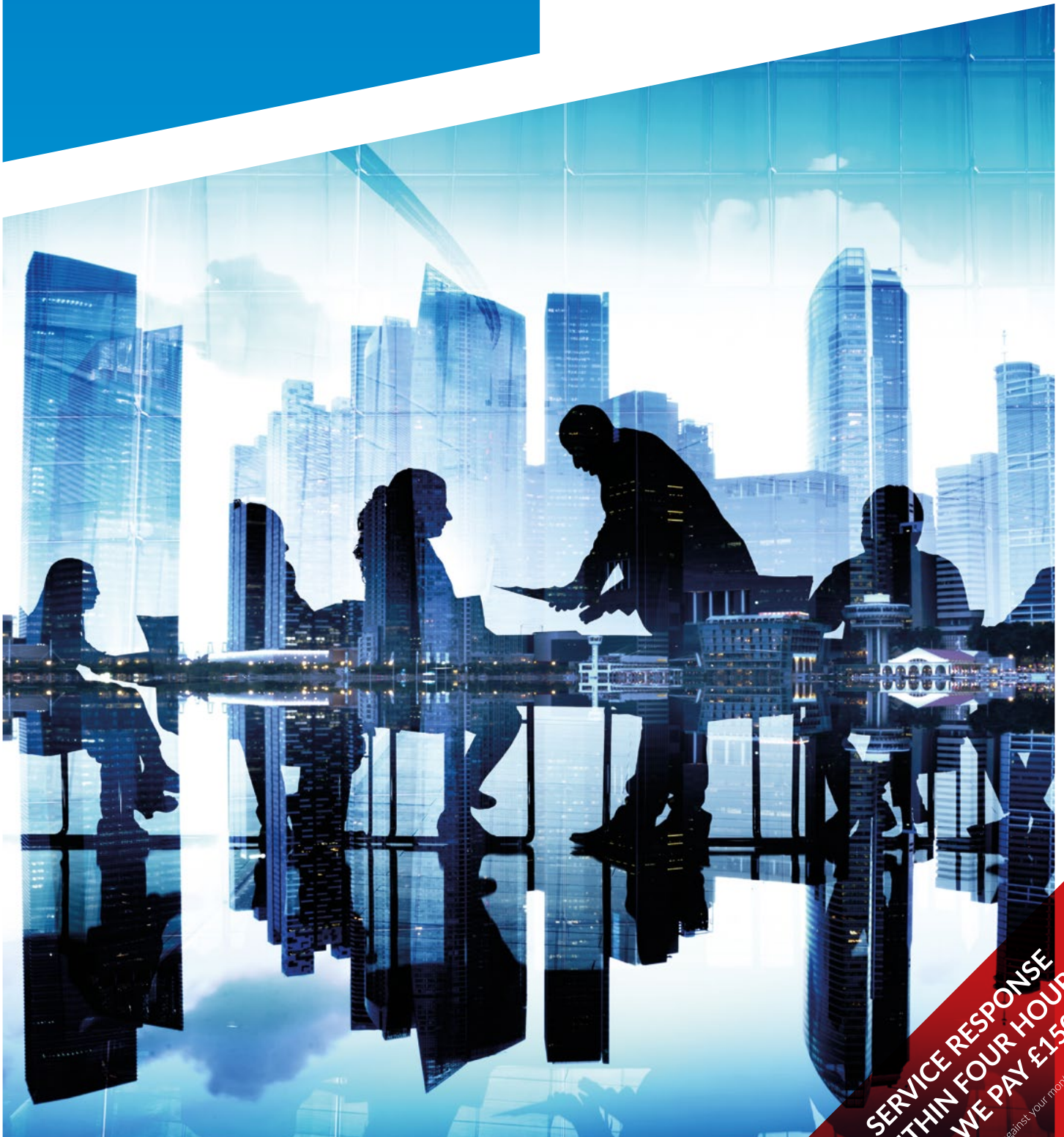


PRINT • COPY • SCAN  
SOLUTIONS



A dedicated service  
**Guaranteed.**



**SERVICE RESPONSE  
WITHIN FOUR HOURS  
OR WE PAY £150!\***

\* credited against your monthly bill

# YOUR TRUSTED DOCUMENT SOLUTIONS PARTNER

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**Chris Stanford**  
Managing Director, Citi Business Systems

## HELLO FROM CITI BUSINESS SYSTEMS

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Citi Business Systems (CBS) was built on the work ethic of outstanding service, value for money and client satisfaction. I believe that these factors make for a solid, long-lasting working relationship for our clients.

It has always been my belief that you should lead by example and I have made it my mission to work in all areas of the business; from being part of the installation team, right through to after care support.

It is because of CBS's strong work ethics and core values that we have become a trusted managed print partner to many local and national companies throughout the UK.

A handwritten signature in black ink, appearing to read 'C. Stanford'.

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**“BUILT ON THE WORK ETHIC OF OUTSTANDING SERVICE,  
VALUE FOR MONEY AND CLIENT SATISFACTION”**

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# OUR GUARANTEE

## SERVICE RESPONSE WITHIN FOUR HOURS OR WE PAY £150!\*

### Guaranteed unrivalled support

In offering you the very best customer service and ongoing support we know what an important role our technical support team have to play.

That's why at CBS all of our engineers are directly employed by us and have ongoing training and attend manufacturer update courses. We limit our engineers to cover circa 50% of the devices they need to service, compared to the industry average to ensure faster response times and to build client relationships.

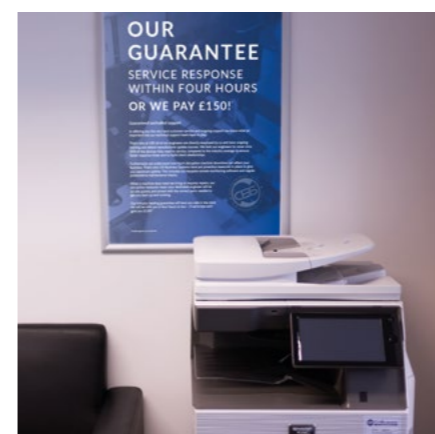
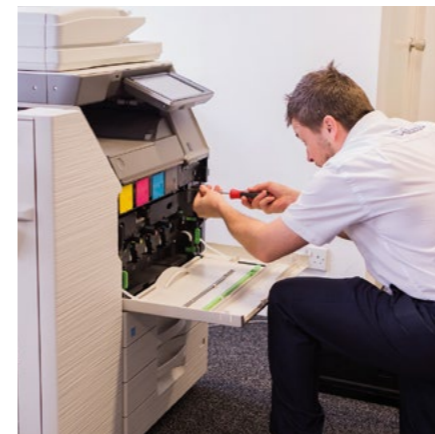
Furthermore we understand how much disruption machine downtime can affect your business. That's why Citi Business Systems have put proactive measures in place to give you maximum uptime. This includes our bespoke remote monitoring software and regular preventative maintenance checks.

When a machine does need servicing or requires repairs, our pro-active measures mean your dedicated engineer will be on site quickly and armed with the correct parts needed to get you back up and running.

Our industry leading guarantee will have you safe in the mind we will be with you in four hours or less – if we're late we'll give you £150!\*



\*credited against your monthly bill



## WHO WE ARE

### Reliable

We are efficient and effective and when it comes to service response, we understand how critical this can be, in fact if we are not with you in four hours or less, we'll give you £150\* - this we guarantee!

### Proactive Support

We understand how much disruption can affect your business. That's why Citi Business Systems have proactive measures in place, giving you maximum uptime. This includes bespoke remote monitoring and regular preventative maintenance checks.

### A Tailored Solution

No two businesses are equal which means no two requirements could be the same. That's why CBS work with you to first define exactly what's important to you and only then do we tailor a solution to your business needs.

## WHAT WE DO

### Assess

We make sure we fully understand your requirements by listening to you and carrying out print audits and site surveys.

### Solution

Being an independent provider, we can ensure the best products are available to you. This means we can tailor the best solution to fit your business requirements and objectives.

### Implement

Our fully trained, in-house engineers will ensure all installs are carried out with the highest levels of professionalism. We also provide full training and demonstrations for all staff.

### Manage

Using our remote monitoring software we can automatically replenish toners, obtain meter readings and view devices in real time. As well as regular preventative maintenance and firmware updates.

# THE CITI BUSINESS SYSTEMS 4-STEP PROCESS

## Small steps to a brighter future

Citi Business Systems 4 step process allows our clients to be safe in the knowledge that we are different. We listen, understand and care about our clients. By working together, we can help your business make the necessary steps to a brighter future for all your Managed Print needs.



### Assess

#### Consultation

One of our dedicated consultants will meet with you to listen and understand your current situation. Our aim is to learn more about your requirements and how your business operates and prints.

#### Print Audit & Survey

By using our bespoke Audit Software we can provide reports of accurate print volumes being produced then broken down by device, user and department. We can also carry out site surveys to assess machine locations and future plans.



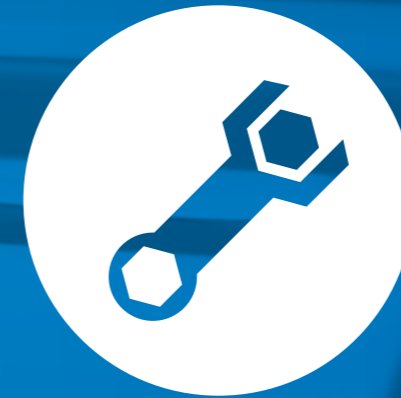
### Solution

#### Results and Analysis

We present our findings in a clear proposal showing your current situation compared to the new solution, detailing the benefits and cost savings this will have on your business.

#### Tailored Solution

Your new solution will be tailored to your business. We can be as flexible as required and can offer a number of products and options to best suit your needs.



### Implement

#### Installation

Our installation team will install and configure all your devices to the pre-agreed settings. They can set up any individual user boxes and shared folders along with any other features required.

#### Training

We provide full training and demonstrations on all our equipment. We are happy to hold staff workshops and private training sessions if required. We can also give extensive training to any staff who require administration rights.



### Manage

#### Remote Monitoring

Automatic toner replenishment, automatic meter readings and real time machine diagnostics are just some of the great benefits our Remote Monitoring solution provides.

#### Account Management

Aftercare is a huge part of Citi Business Systems core values. We pride ourselves on understanding our clients and building long term partnerships. Your dedicated Account Manager is always there for you.



## OUR TRUSTED HARDWARE PARTNERS

Running an organisation requires efficient and secure document production. To help achieve higher productivity and a smoother workflow, Sharp offers a range of user friendly MFPs.

Not only are they energy efficient to reduce running costs, they're also expandable to meet growing needs. And with the proprietary Sharp OSA (Open Systems Architecture) software development platform, your MFP becomes an integrated hub for a host of business applications.

So, whether you're looking for desktop efficiency or high volume performance, Sharp has an office solution to suit your needs.



### Awards

- Winner of the 2017 BLI award for the Sharp MX3070N / MX3050N and MX6070N
- Winner of the 2017 BLI award for Outstanding Achievement in Innovation for its Web User Interface

Konica Minolta's award winning multifunctional Bizhub printing systems are available at different speeds and suit offices of all sizes. The comprehensive range includes versatile colour multifunctional devices, flexible black & white printing systems and large production print machines, as well as cost-effective and space-saving all-in-ones.



### Awards

- 5 Star Award from Data Master for the 2016 best colour device on Konica Minolta C458 / C558 / C658



Canon has been at the forefront of MFD technology and with its industry leading image RUNNER ADVANCE range. These sophisticated, powerful office MFD's have been precision engineered to do more than just fire off documents. Rather, they can become the hub from which all the data that comes through your company, whether it be in hard copy or e-copy form, is stored, edited and distributed. With powerful data sharing, airtight security and intuitive controls, Canon photocopiers provide a safe, smooth passage for your important company information.

## OUR TRUSTED SOFTWARE PARTNERS



Citi Business Systems are committed to making your life as easy as possible. Our trusted software partners help to achieve this with:

### Cloud & Mobile

Printing from your phone or tablet has never been easier. We configure cloud based document storage and wireless print solutions.

### Document Management

The extensive range of document solutions can put you back in control. Reports, rules based printing, cost management and allocation.

### Archive Scanning

Data storage and retrieval are powerful tools for any business. Allowing you to free up office space, achieve cost savings on print and ensuring information is available to staff quickly and efficiently.



Cut waste, track printing, save money. Papercut makes it easier to manage your devices without the complexity. It allows businesses to reduce print costs by allocating printing to departments, cost-centres and users with shared accounts. Report on usage by user, department, device or environmental impact. Papercut also has a full follow me print suite allowing users to print securely from multiple locations.



Follow Me Printing solves the problem of finding the closest printer from a long list of available printers. It is a roaming print service that allows print jobs to find users based on their physical location. It is a great solution for large sites operating a common printer fleet or for smaller offices that have sensitive or private documents.



CSL Network Solutions provides technical support, design and consultancy services to multiple vertical markets for their local and wide area networks. Dedicated in providing the right network platforms to underpin the business requirements and form the core of solution designs. Whether it is data, voice or video CSL looks further than the immediate requirement. Solutions include the design, installation and support of local and wide area networks, wireless solutions, structured cabling solutions and energy management systems providing borderless networks to deliver intelligent, adaptive services to streamline your operations and increase flexibility, efficiency and security and Support Services.

## WHAT OTHERS HAVE SAID



“ Gallagher have been dealing with Citi Business Systems for several years now and they have always provided a top class professional service, always delivering whether it is resolving a break down or installing a new copier in a timely manner. I would not hesitate to recommend Citi Business Systems to others. ”

**Chris Rimmington**  
IT Manager, Gallagher Group



“ I have found CBS to be extremely knowledgeable as well as being very flexible and positive in their approach. They understood what we were trying to achieve and built and delivered a very cost effective solution, which also enabled us to be more efficient. I have absolutely no hesitation in recommending CBS as a first class printing solution provider. ”

**Dudley Spicer**  
IT Service Delivery Manager, Neptune (Europe) Ltd



“ I was recommended to speak with Citi Business Systems and from day one I have found them professional, attentive, pro-active and a very personal company to deal with. Keep up the good work. ”

**David Taylor**  
Site Manager, Berry World



“ From the first meeting there was no doubt that this team will go above and beyond to meet client expectations. Not only do they provide exceptional service, if there is ever a technical problem, their support team wastes no time to find a solution. Our organisation's profile and printing needs are closely monitored, and Citi Business Systems has time and again displayed unprecedented patience and flexibility. ISOC can highly recommend Citi Business Systems. ”

**Rolien Van Heerden**  
Head of Training, International School of Communication (ISOC)

## FREQUENTLY ASKED QUESTIONS

### Question

*I am only half way through my current contract with another supplier. Is there any way you can help me get out of it?*

### Answer

Yes certainly, we would be able to settle your current contract and typically still achieve a cost saving for the business in excess of 20-30%.

*I noticed your main Manufacturer Partners are Sharp, Konica Minolta and Canon. Can you support any other manufacturers?*

Here at Citi Business Systems our experienced engineers are fully trained to carry out repairs and maintenance on a number of manufacturers including; HP, Ricoh, Toshiba and Kyocera.

*Our business has offices across the UK. Are you able to support these and still honour the same service guarantees on a true Nationwide contract?*

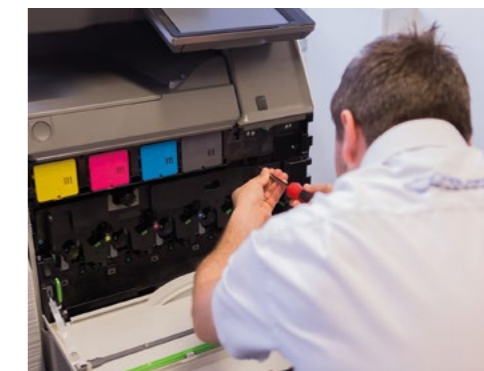
Yes, Citi Business Systems can cover all locations across the UK. We are part of a large dealer network and always honour our service guarantees and response times.

*Our business is interested in a Document Management System. What products do you provide and how would you determine what would be best for my business needs and procedures?*

Using our Citi Business Systems Professional Services Team, we will be able to assess which products would best fit your requirements and allow for a seamless integration. Using one of our products like Papercut, Drive, Follow Me Print or even a bespoke solution.

*We currently have a full Managed Print Agreement that gives us a fixed cost per quarter for our fleet of devices and print volume. Do you offer this facility?*

Yes, we are able to offer a full Managed Print Volume Agreement, amongst a number of other products and options available to our clients. We aim to offer as much flexibility as possible.



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# THANK YOU

PRINT • COPY • SCAN  
SOLUTIONS

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A dedicated service  
**Guaranteed.**

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