

# 26 QUESTIONS TO CONSIDER WHEN COMPARING COPIER SUPPLIERS

RELIABILITY & TRUSTWORTHINESS	
<p><b>YEARS IN BUSINESS</b> How long has your company been in business?</p>	<p><b>EXPERIENCE &amp; EXPERTISE</b> What experience and areas of expertise does your business have?</p>
<p><b>EXAMPLES</b> Can you provide examples of projects you've completed?</p>	<p><b>SERVICE AVAILABILITY</b> Is your company able to operate its services effectively regardless of location?</p>
<p><b>SERVICE FLEXIBILITY</b> How is your company bound by its processes and decision-making process?</p>	<p><b>WARRANTIES &amp; GUARANTEES</b> Do you or the manufacturer offer warranties and guarantees? What are they, and how do I apply?</p>
<p><b>REFERENCES</b> Do you have any references who I can speak with?</p>	
SOLUTION EFFECTIVENESS	
<p><b>TECHNOLOGY</b> Why are you recommending this print technology?</p>	<p><b>BASIC NEEDS</b> Does the solution meet my basic needs? Print, copy, scan, fax</p>
<p><b>MEDIA CAPABILITY</b> Is the solution able to handle thick paper, envelopes, posters, banners as needed?</p>	<p><b>SPEED</b> What is the First Page Out Time and Last Page Out Time? Consider the average print job size and warm up time?</p>

<p><b>SUSTAINABILITY FEATURES</b> What is the solution's energy usage? Are consumables recyclable? How can your company help us to be more environmentally-friendly?</p>	<p><b>SECURITY FEATURES</b> What security features does the solution use to tackle modern-day security and cybersecurity challenges?</p>
<p><b>TOTAL COST OF OWNERSHIP</b> What will be the true cost? Consider print volumes, energy usage, cost of intervention (staff time/downtime)</p>	<p><b>DIFFERENTIATE</b> What does the solution do above and beyond the competition?</p>
<p><b>TEAM</b> How many people would be involved in the installation and management of our solution?</p>	<p><b>ONSITE OR REMOTE</b> Will meetings/support be provided onsite or virtually? Why?</p>
<p><b>MANUFACTURER ACCREDITATIONS</b> Do you have the relevant manufacturer accreditations / trading agreements / service competency and training?</p>	<p><b>INSTALLATION IMPACT</b> How much of an impact will the installation have on my team and on my workspace?</p>
<p><b>TRAINING</b> Is user training included?</p>	<p><b>ONGOING INTERVENTION</b> How often will onsite servicing be required? What is the consumable size? What is the paper tray size?</p>
<p><b>FULL UNDERSTANDING OF NEEDS</b></p>	
<p><b>IMPACT</b> What impact will your solution have? How does that differ?</p>	<p><b>LONG-TERM GOALS</b> How will the solution contribute to our long-term goals?</p>
<p><b>INTERDEPARTMENTAL</b> Does the solution take into account all relevant departments; IT, Security, Finance, Sustainability?</p>	<p><b>INTERCONNECTIVITY</b> Is the solution able to integrate with relevant productivity applications; Microsoft 365, SharePoint, DocuWare, OneDrive, Cloud applications?</p>