

the SOURCE

Your Independent Office Equipment Source For Over 40 Years

Businesses Look to Onsite Facilities Management for Superior Service and Maximum Efficiency



The close teamwork of the Gordon Flesch Company Facilities Management staff keeps the Offices Services Center running smoothly at Michael Best & Friedrich, one of Milwaukee's largest law firms.

What do law firms, hospitals, universities, government offices and real estate agencies have in common?

Along with many other businesses, they share a need to process reams of paper daily. And they're also among the many types of companies that can benefit from Gordon Flesch Company's Facilities Management Program.

Michael Benham, who heads the program from our Geneva, IL location, explains, "Service is the hallmark of everything the Gordon Flesch Company does. The clients we work with are looking for a higher level of service; perhaps work is happening too slowly, or inaccurately, or deadlines aren't being met reliably. Sometimes there's a lot of rush work, or service on the equipment is

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poor. Whatever the case, we can provide better service in terms of accuracy, efficiency and cost-effectiveness.”

And although the staff in this program is responsible for maintaining the walk-up convenience copiers, their duties go much further. At Michael Best & Friedrich LLP, one of Milwaukee’s largest law firms, a 13-person GFC Facilities Management team runs the entire Office Services Center, supporting some 300 associates of the firm.

The Copy Center handles the diverse, precise and often urgent tasks of accurately reproducing entire boxes of materials; the Mail and Messenger Center is responsible for all incoming and outgoing first and third class letters and packages, as well as in-town courier service; and the Fax Center keeps track of nearly 2,000 incoming and outgoing faxes every week.



Anticipating the firm’s needs allows the team to take a proactive approach.

According to Michael Best & Friedrich’s Facility Manager, Vikki Courmia, the benefits are felt throughout the firm: “First, someone else handles the staffing of that

department, which is a tremendous time savings for me. They keep me informed of everything that’s happening on a day to day basis. The benefit to the firm is being able to rely on people who have become very knowledgeable in their field. They understand how critical issues like urgency and confidentiality are to a law firm.”

Anita Lyle, who runs the department for Gordon Flesch, says the greatest challenge has been having no control over the workload, which is dictated by time-sensitive deadlines. But, she says, her department often gets positive feedback on their ability to keep things running smoothly. “We’ve been very proactive and successful with anticipating their needs.”

The seamless integration of GFC’s personnel with the client’s needs is all part of the concept of service, according to Benham. “Part of the benefit to the customer is that the onsite operations personnel, sales and technical departments work so well as a team. We try to use technology to make work as cost-effective as possible, and our people are highly trained to provide service.”

The Office Services Center at Michael Best & Friedrich is an example of how the Facilities Management program can meet highly demanding standards in a variety of support fields. But, says Benham, other businesses and organizations may have use for onsite management staffs of one or more. “Professional organizations, such as medical or legal associations, that put out brochures, newsletters and large mailings are one example,” he points out. “Educational

institutions, universities or K-12, are another. When volume, accuracy and level of service are important, our core competency is meeting those needs.”

“We hire and train with customer service ability in mind, and our expectations are extremely high. The result is, we succeed in exceeding expectations in both technical expertise and service.”

Michael Benham
Senior Supervisor,
Facilities Management

And while the improvement in efficiency and reduction of downtime can result in a cost-per-page savings in many cases, what impresses customers most, says Benham, is the quality of service. “We hire and train with customer service ability in mind, and our expectations are extremely high. The result is, we succeed in exceeding expectations in both technical expertise and service.”

For more information on how the Facilities Management program might benefit your office, call Michael Benham at 800-950-4718.

Lease, Loan or Cash: Crunch the Numbers

Are you better off leasing your next equipment acquisition, financing it, or paying cash?

One sample analysis yields results that may surprise you. These examples use an equipment cost of \$25,000 and a tax (depreciation) life of five years.

This simple analysis does not use a discounted cash flow approach, but “ballparks” the true cost of an equipment investment. This type of analysis can be useful in making a decision, although of course you cannot make a decision based on these figures alone. Certain assumptions about the life expectancy of the equipment, depreciation and salvage value must also be made, and there are other advantages or disadvantages that may outweigh the difference in cost.

As with any major financial decision, GFC Leasing recommends you consult a professional, your accountant or financial planner, or even your local Small Business Administration office.



..... FOR MORE DETAILED INFORMATION
Please contact GFC Leasing through
Dick Homan in our Madison office at 800-677-7877,
or John Lindt of our Dublin office at 800-756-1174.

	TAX LEASE	FINANCING	CASH
EQUIPMENT COST	\$25,000.00	\$25,000.00	\$25,000.00
20% Down Payment		\$5,000.00	
Amount Financed		\$20,000.00	
Lease Factor/Interest Rate	.02314	10.50%	
Term in Years	5	5	5
Monthly Payment	\$578.50	\$429.88	
Purchase Option	\$2,500.00		
Lost Earnings (15%)		\$3,750.00	\$18,750.00
TOTAL PAYMENTS* (Includes lost earnings)	<u>\$37,210.00</u>	<u>\$34,542.80</u>	<u>\$43,750.00</u>
20% Down Payment		\$5,000.00	
Lease Payment	\$578.50		
Cost			\$25,000.00
TOTAL DUE AT DELIVERY*	\$578.50	\$5,000.00	\$25,000.00
20% Down Payment		\$5,000.00	
Monthly Payments	\$6,942.00	\$5,158.56	
Cost			\$25,000.00
Lost Earnings (15%)		\$750.00	\$3,750.00
TOTAL FIRST YEAR COST*	\$6,942.00	\$10,908.56	\$28,750.00
Interest Paid		\$5,792.80	
Depreciation Available		\$25,000.00	\$25,000.00
TOTAL DEDUCTIONS	\$37,210.00	\$30,792.80	\$25,000.00
NET TAX SAVINGS (Assumed Tax Rate: 28%)	<u>\$10,418.80</u>	<u>\$8,621.98</u>	<u>\$7,000.00</u>
NET COST* (Total payments minus net tax savings.)	<u>\$26,791.20</u>	<u>\$25,920.82</u>	<u>\$36,750.00</u>

*Note the significant difference in payments “Due at Delivery” and “First Year.” In the lease option, corporate cash is allowed to earn a return in the business for a longer period of time, more than making up the slight difference in bottom line “Net Cost” shown above.

Also note that this example excludes consideration of time value of money on a detailed basis. However, a more detailed analysis would enhance the numbers in favor of leasing, due to potential acceleration of tax benefits and the compounding effect of the “Lost Earnings” on “Down Payment” and “First Year Cost.”

Product Debuts: *Canon's Latest*

iR3250

Designed to bridge the gap between the paper and digital offices, Canon's iR3250 will have a powerful impact on your productivity. The full-color scanner can convert paper documents to digital, and prints out digital files from anywhere on the network. Documents can also be sent as internet or traditional fax, e-mailed or forwarded to an internal user mailbox, server or database. Users can interface through the touchpad, the network or directly through their Web browsers, and can be e-mailed when their job is completed. Combine super sophisticated document handling and finishing capabilities with the most effective use to date of digital information sharing, and you have the "next generation" of office imaging equipment. To get an idea of the iR3250's superlative functionality, call your Gordon Flesch Company representative for a brochure or a demonstration.

imageRUNNER 5000S/N

Perfect for large workgroups and corporate departments ready to upgrade from analog technology, the standalone 5000S supports the ability to network later, while the 5000N is network-configured.

Both offer 50-page per minute scanning, copying and printing and a 5.1GB ImageServer[®] and 128MB of RAM. Copy Reservation lets users program jobs instead of standing in line, while an array of finishing options (including saddle stitching and hole punch) can be accessed from networked desktops. One hundred assignable and confidential user mailboxes allow the transfer and merging of information, both digital and paper, with unsurpassed versatility. The included NetSpot Suite's software makes the imageRUNNER 5000 easy to use and manage for users and network administrators alike.



iR3250



Office Solutions

ColorPASS-Z40e

The ColorPASS-Z40e Color Server marries compact convenience with powerful performance and affordability. It attaches directly to any CLC 1100 series color copier, adding a range of professional-level color management tools to your network. Standard features include a 433MHz processor, 6GB hard drive, 128MB RAM, Adobe® PostScript® 3, ECT file compression, NetWise™ 2.0 network architecture and ColorWise 2.0 color management. Increased accuracy, speed and flexibility are some of the benefits you'll see with this easy-to-network color server.

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COMPANY INC.

*New imaging
technology from
Canon & the Gordon
Flesch Company!*



imageRUNNER 5000S/N



ColorPASS-Z40e

Before You Place That Service Call...

Your Gordon Flesch Company service representatives are always happy to respond promptly to your equipment service needs. But there are some things that you can do that may save your office an unnecessary service call.

- Having frequent paper jams? Dry air, common during the winter months, can cause static electricity problems in both copiers and fax machines. Paper jams, misfeeds and error code readings on the display panels are just a few. We recommend adding a humidifier to your general office area. Not only will your coworkers be more comfortable, but your office equipment will benefit as well.
- Having copy quality problems? Try cleaning the glass surface of your copier. Correcting fluid, rubber cement or glue that has not completely dried can transfer



from your original onto the copier's glass. Fingerprints and paper dust can also cause unclean copies. By routinely using a glass cleaner and a soft cloth to clean the glass top of your copier, you can greatly reduce copy quality concerns.

- Another recommendation is proper storage of your paper. Only unwrap the amount of paper that is needed during the refilling of your copier, fax or laser printer cassette. If a partial ream of paper is used, be sure to reseal the remainder in its original wrapper and place it inside of a cabinet or storage closet. Dry air causes opened reams of paper to curl, resulting in frequent jams and misfeeds.

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