

## Pacific Office Solutions – Current Supplier Of Printers, Copiers And Multifunction Devices To Maroochy Shire Council.

In September 2002, Maroochy Shire Council invited the leading manufacturers of both Laser Printer and Multifunction (Print/Copy/Fax/Scan) devices to submit their products for an in house evaluation. Submissions were received from Canon, Hewlett Packard, OKI, Xerox, Kyocera, Konica and Toshiba. Traditionally, Council had used Hewlett Packard laser printers and a variety of photocopier makes to meet their day-to-day printing and copying requirements. This was an opportunity for Council to identify quality replacements for their old analogue copiers.

Council's evaluation considered the following selection criteria:

- Networking functionality;
- Security;
- Support, warranties and maintenance with an emphasis on this being provided locally;
- Software management – ie ease of installation and management of drivers and management software;
- Cost benefits and savings;
- Speed along with print & copy quality;
- User friendly controls;
- Customisable interface screen;
- Build quality;
- The ability to store print or copy jobs on the local HDD of the device for frequently printed documents
- Price and running costs.

Council undertook extensive testing of all devices supplied and their conclusion, after comparing all the results, that Pacific Office Solutions multifunction devices & printers best met their future business requirements.

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A key contributing factor to Pacific's selection was the ability to have identical print drivers across the entire range (B/W and Colour and even copier products). Additionally, Pacific offers a unique software tool, which provides Council's IT department the opportunity to monitor and manage machines on the network. This tool also allows Council to provide meter readings for all devices in one easy step.

Pacific's ability to offer a guaranteed average 2 hour response to breakdown calls proved to be another major positive in their consideration. This service is covered by a unique all inclusive cost per copy which covers toner, drums, parts and all other consumables for printers as well as copiers.

Supplying all equipment on a "cost per copy" basis eliminates the need to return equipment for repair to the supplier and avoids downtime waiting for parts to be returned. Council selected both monochrome as well as colour printers and copiers ranging from 20 pages per minute to 50 pages per minute.

...for service that can't be copied!

All products chosen were multifunction products, with the ability to fax scan, print, and copy. Council selected four colour models, including two A3 colour, and five models for monochrome printing. Council now has an installed base of over 160 machines with almost 80 of these being colour. All devices are fitted with duplex that provides the opportunity to reduce the quantity and cost of paper used within Council.

Council lease the printers and multifunction equipment over a three year period. This allows Council to efficiently manage a replacement program and refresh the technology. Council's IT department has published a list on their Intranet of machines available to their internal customers. Customers simply select from the list and with the assistance of the IT department can configure the machines to meet their individual business need. For example: a customer may require additional paper trays, stapling and hole punch options etc. All purchasing/leasing of machines is managed by Council's IT department.

The majority of equipment installed are 40 or 50 ppm multifunctional devices. These are fully equipped with print, scan, fax and large paper supply cabinets resulting in a smaller footprint by replacing two or three pieces of equipment that were used to accomplish these tasks.

With Pacific's low cost per print and the demand for colour printing on the increase, colour devices are now more prevalent. The cost to produce a B/W print on a colour device is now the same as traditional B/W cost of a monochrome machine. Together with capital costs for colour devices also dropping has resulted in colour devices being selected far more often than in the past.

**Pacific has supplied equipment to Maroochy Shire Council via this arrangement since August 2003.**

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**Pacific Office Solutions is the local preferred supplier to council for Printers, Copiers & MFP's and is based at 42 Owen Creek Rd Forest Glen, Qld 4556**

**Pacific's Major Account Manager is Gordon Mackay he may be contacted on 5452 1250 or by email [gordon@pacificos.com.au](mailto:gordon@pacificos.com.au)**

**Maroochy Shire Council purchases equipment from Pacific utilising an arrangement with Local Buy which is the Local Government Association of Queensland's procurement service company.**

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