



Corporate Printer Maintenance & Supplies
Pinelands Business Park
Unit B33
Pinelands
7405

REFERENCE LETTER

To Whom It May Concern

CPMS have been providing ArcelorMittal South Africa – Saldanha Works with printer support since 2006. During this period the benefits of this contract has manifested itself in repeated cost savings. For the 2009 financial year this contract realized a cost saving of over 20% based on the costs of the previous year.

The service that CPMS provides to ArcelorMittal South Africa – Saldanha Works include an onsite printer technician, responsible for maintenance requests and preventative maintenance on all printers covered by the contract. This additional service provided by CPMS resulted in a significant drop in the number of printer maintenance requests received by the ArcelorMittal South Africa – Saldanha Works Helpdesk.

The total contract with CPMS includes the supply of high quality guaranteed toner, all spare parts, preventative maintenance on all printers as well as 24 hour support on critical production printers. Monthly reporting is supplied on all services provided.

CPMS is a reliable service provider to ArcelorMittal South Africa – Saldanha Works and are continuously improving their service delivery, building on their relationship with all the stakeholders and continuously focusing on the reduction of cost to the benefit of the Saldanha Works business unit.



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