Duferco
Duferco Steel Processing

ISO 9001: 2008 ISO 14001: 2004

11th September 2009

To whom it may concern.

It is suggested that our overall printing charges could be reduced by using larger “centralized” printing devices. We meet our printing requirements by using a variety of smaller printer types. All our devices are network-attached and can therefore be used by anyone in the network. This approach offers great redundancy, user convenience, security, capacity and functional management. But the cost and management of the cartridges to support this approach is clearly a disadvantage.

We have employed CPMS to supply and manage our cartridge needs for the past three years. Their charge structure based on a “pages printed” count enables us to compare our overall costs to that offered by other “printing infrastructures” and proves it is competitive. In addition, CPMS also maintain our printers and this part of their service is included in this single “pages printed” charge.

When CPMS first proposed their service, we compared it against the annual costs for cartridges for the preceding two years. It was substantially less, without including the costs we’d incurred for printer maintenance and repair. Rate increases in following years have remained under the inflation rate. But more significantly, when DSP was forced to downscale operation in early 2009 in response to economic conditions, the CPMS charges scaled down too; flexibility we were unlikely to achieve using any other vendor or infrastructure.

CPMS staff have proven to have the expertise, concerned and responsiveness to provide DSP with an excellent and cost-effective service.

Yours sincerely

Andy Marquis
IT Manager