

APPLES TO APPLES OR APPLES TO ORANGES

Questionnaire for Screening Potential Vendors

1 Does Cost-Per-Image include unlimited supplies throughout the life of the contract? (Some only include toner based on manufacturer's yields being met)

2 Does purchase include unlimited staff training by Client Manager on the day of the install & throughout the term of the contract?

3 Does vendor have any additional charges such as fuel surcharges, etc. for the term of the contract?

4 Does vendor charge any fees for phone calls for toner ordering, service calls being placed, etc.?

5 Does vendor charge shipping/freight for toners & supplies needed for the term of the contract?

6 Does vendor use "OEM" consumables (parts, toner, etc.) or "Generic Equivalents"?

7

Does vendor charge for scanning on a page per basis as they do for copying/printing?

8

Does vendor include at no charge, Remote Diagnostics for all machines, monitoring meter readings, potential service issues & usage trends to help you manage these devices?

9

Does vendor include at no cost, all manufacturer's hardware & firmware updates throughout the term on the contract?

10

Does vendor offer easy online placement of service calls, ordering of toners, & ordering of office supplies?

11

Does vendor offer at no charge, online tutorial training software to act as a help desk for IT to eliminate their time consumed with device operational questions?

12

Does vendor offer a lifetime replacement guarantee to provide you with peace of mind for the term of the contract?

13

Does vendor automatically provide client reviews after the initial 90-days & then annually to make sure all the initial plans & promises are being fulfilled?

READY TO SEE HOW RHYME STACKS UP?

Get a transparent, line-by-line comparison that highlights hidden fees, service gaps, & everything your current vendor may not be telling you.

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