



PREPARED FOR: COLUMBUS WATER & LIGHT

# PROPOSED SOLUTION

BUSINESS GROWTH PLAN



## PROPOSAL OVERVIEW

**Throughout our proposal Rhyme will address the following Print Management Objectives:**

- ✓ Provide premium customer service and implementation assistance through dedicated account management and technical support.
- ✓ Implement an Auto-Toner Program for all locations of business.
- ✓ Maximize your investment in fleet technology by managing and optimizing standardization, operating costs, business productivity, and environmental impact.
- ✓ Contract with one local partner that provides all hardware, service, and support.

Sincerely,

**Barry Blankenberg**

Client Manager  
Rhyme

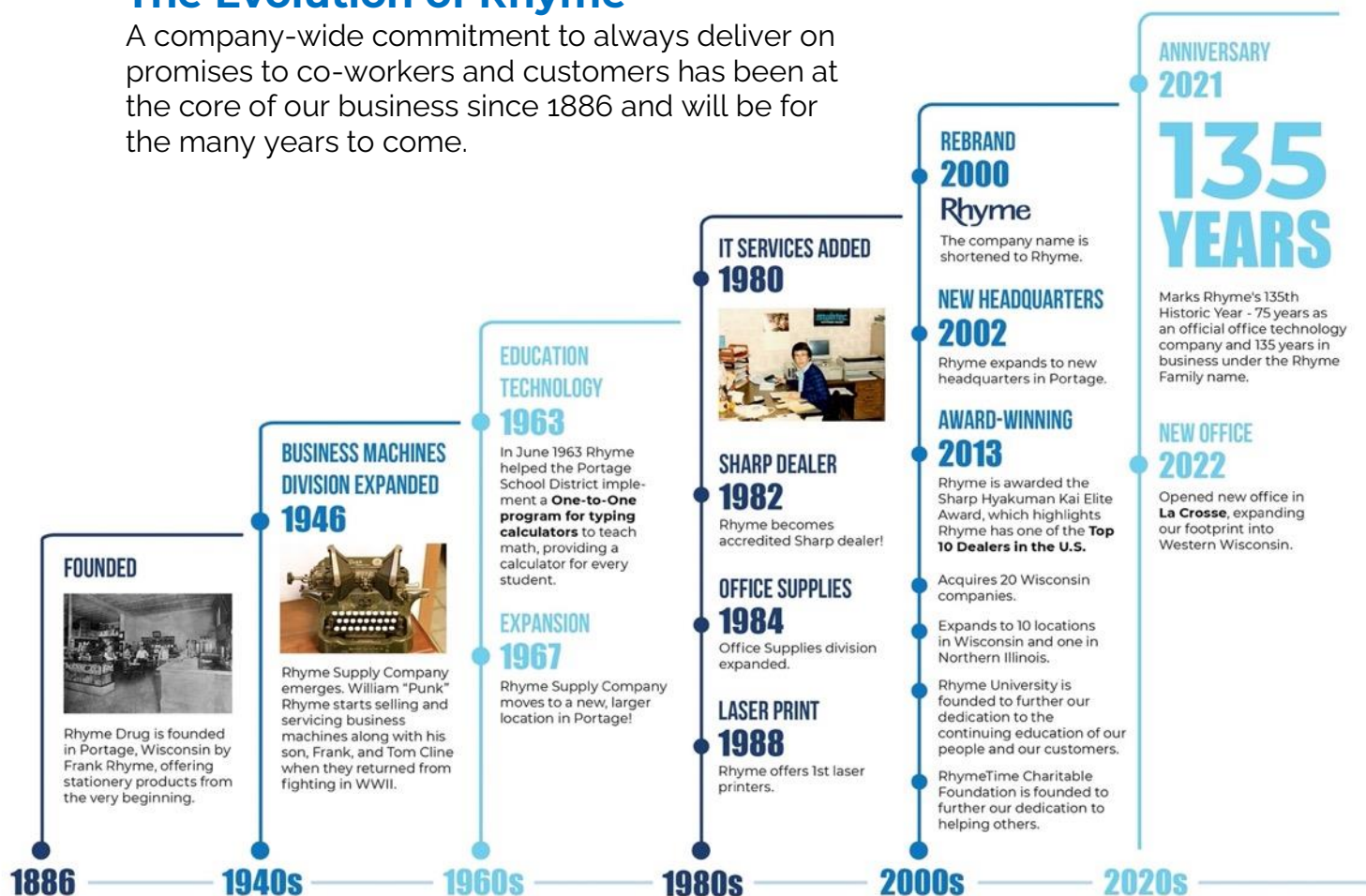
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# RHYME HISTORY

## The Evolution of Rhyme

A company-wide commitment to always deliver on promises to co-workers and customers has been at the core of our business since 1886 and will be for the many years to come.



Rhyme is a business founded on integrity and a commitment to always deliver on its promises, to co-workers and our customers. This company wide commitment has been at the core of our business for 135 years and will continue for the next 135. We are committed to making our communities better through quality service to the people we serve, and charitable work through volunteering and donations.

**We understand the importance of providing an enjoyable customer experience each and every time.**

# ABOUT RHYME

## Midwest Footprint

Rhyme is conveniently located throughout Wisconsin and Illinois, with 11 local offices to serve our clients.



## National Major Account Program (NMAP)

Rhyme can provide your company with nationwide coverage across the United States. With our local and national partnership, you will get the best of both worlds.

- ✓ A single point of contact for all your purchasing and service needs
- ✓ 24/7 online fleet management access
- ✓ Custom billing based on your company's needs
- ✓ Much more

Rhyme goes above and beyond to ensure your interactions with our delivery, administrative, service, sales and management teams are satisfactory.

## RHYME VALUES

### ● INTEGRITY

DO THE RIGHT THING NO MATTER WHAT.

### ● TEAM PLAYER

LIFT EACH OTHER UP.

### ● EXCELLENCE

BELIEVE IN WHAT YOU DO AND BE THE BEST AT IT.

### ● GROWTH DRIVEN

SET HIGH STANDARDS AND RAISE THEM HIGHER.

### ● COMPASSIONATE

CARE FOR PEOPLE AND OUR COMMUNITIES.

# RHYME TIME

Every year Rhyme awards scholarships to students affected by cancer. The reason we chose **Rhyme "Time"** is because time is our most valued asset, and we cherish the time we've been given to help others.



**Rhyme donates time, money, and resources** to organizations like the United Way and many of their agencies (YWCA, Boys & Girls Club, Big Brothers Big Sisters), and countless other local non-profits, so you can feel good that a portion of your purchase goes back to the community.

## CHARITABLE CONTRUBUTIONS

### Lee Lake Polar Plunge

22 Years involved & over \$400K Raised.

### Product Donations

Tech, Furniture & Supplies donated to non-profits.

### Employee Volunteering

Countless hours volunteered at events.

Our annual fundraiser, the Steve Ennis Memorial Golf Classic, raises funds for the Rhyme Time Scholarship Charitable Foundation. In honor of two men who always represented hard work, determination, optimism, and **"making every day count"**.

Rhyme  
Time

**\$105,000**  
AWARDED TO GRADUATING  
SENIORS AFFECTED  
BY CANCER

**81**  
SCHOLARSHIPS GIVEN IN  
13-YEARS



# OUR OFFERINGS



## MANAGED PRINT

### Xerox Accredited Partner

Optimize your printing resources, regardless of manufacturer and reduce your operating costs—cost-per-print, routine maintenance, and service—by up to 30%.



## MANAGED IT

### Rhyme Managed IT Services

Managing your own in-house staff can be costly. Rhyme Managed IT eliminates the need to have an IT person on staff – we are your IT support. Call us for a free assessment today!



## DOCUMENT IMAGING

### Devices You Can Count On

Rhyme has partnered with *HP, KIP, Kyocera, Lexmark, Sharp, and Xerox* to provide our customers with the highest level of service and support. Rhyme offers a variety of products for government agencies, healthcare facilities and educational institutions.



## CLOUD TELECOM

### Cloud-based Business Phone Systems

Rhyme offers a cloud-based communications solution that combines the benefits of an On-Premise phone system with the technology features of the Cloud, designed to tackle the ever-changing business world.

## ADDITIONAL SERVICES



### Custom Furniture

- Choose from over 4,500 items with next-day delivery
- Special orders available
- Affordable & on-time delivery and installation.



### Janitorial & Sanitation

- Air Cleaners & Fans
- Humidifiers & Heaters
- First Aid & Health Supplies
- Personal Hygiene Products
- Floor & Carpet Care
- Hardware Tools & Accessories



### Office Products

- 400+ Industry's Top Manufacturers
- Everyday Low Prices
- Fast & Accurate Delivery
- Convenient ordering supplies all with one vendor!



### Break Room Supplies

- Over 6,500 products!
- Coffee & Filters
- Towel Dispensers & Tissue Paper
- Beverages & Beverage Dispensers
- Cutlery

# HOW WE WORK



## CLIENT PROFILE

We spend unlimited time developing an understanding of your organization's goals and processes to work towards a solution for your business.



## COLLABORATE

We collaborate and co-author a solution at multiple meetings – we work to leverage your current investment by enhancing what is already working well for you.



## PRESENT BUSINESS PLAN

We present our findings and want your feedback – it doesn't have to be right the first time – Any changes will be made so the final plan is exactly what you want.



## IMPLEMENTATION

We will always create a plan so that day-of install is seamless and smooth. We ensure everything is as promised and the results are exactly what you intended.



## CONTINUOUS TRAINING

We offer everything from basic overviews to advanced functionality trainings, putting the necessary knowledge and power in everyday users' hands.



## FOLLOW-UP/IMPROVE

90 days after the install we send out a survey for you to grade our performance. After that, we have an open line of communication to improve all aspects of the relationship.



## CLIENT REVIEW

We schedule regular client reviews – monthly, quarterly, annually – whatever works best for you. This proactive approach ensures optimal performance for your business.

# AUTO TONER REPLENISHMENT PROGRAM

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A two-way communication between your equipment and our customer service team.



- ✓ Eliminate excess in-house supply inventory.
- ✓ Reduce time and effort. You're busy as is. Why should you have to worry about your printers running out of toner?
- ✓ It's easy to implement. We start shipping when your printer lets us know it's ready!
- ✓ It's flexible. It can work with multiple manufacturers and models.
- ✓ No contracts required – You can start this service anytime!

## PROACTIVE SERVICE

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We use software that allows our machines to communicate with our Dispatching team 24/7 allowing us to dispatch service calls proactively rather than waiting for you to call us.

Once our technicians are onsite, they are to never worry about parts costs, their main goal is to fix the issue the first time and also do complete preventative maintenance checks and parts replacements while they are there, maximizing uptime and performance.

## STRONG PARTNERSHIPS

We are very careful about who we choose to partner with, and only work with those who provide the necessary resources to allow us to provide top-level support. Rhyme has partnered with Sharp for over 35 years and are recognized as one of their Hyakuman Kai Elite Providers (Top 10 in the nation).



# CURRENT STATE OVERVIEW

Location	Current Model
Main Copier	Kyocera 3551 (Discontinued 9/01/2016)

## PROPOSED SOLUTION

Model	QTY	Description
<b>Sharp BP70C31</b> <b>(Utilities)</b>	1	31 ppm Color/Mono MFP (Print, Copy, Scan, eGoldfax) 4-550 sheet paper trays, 100 sheet multi-purpose tray, 300 sheet dual scan document feeder, 50 sheet stapling inner finisher, 3 hole punch, walk up sensor, built in OCR, WIFI
<b>Sharp BP70C31</b> <b>(Wastewater)</b>	1	31 ppm Color/Mono MFP (Print, Copy, Scan, eGoldfax) 2-550 sheet paper trays, 100 sheet multi-purpose tray, 300 sheet dual scan document feeder, walk up sensor, built in OCR, WIFI
<b>60 Month Lease Cost:</b>		<b>\$115.36</b>
<b>(Utilities)</b>		
<b>60 Month Lease Cost:</b>		<b>\$114.73</b>
<b>(Wastewater)</b>		
<b>Monthly Maintenance Cost:</b>		<b>\$58.80</b>
<b>Total Monthly Spend:</b>		<b>\$314.46</b>

### Rhyme to Cover First 3 Lease Payments- Value of \$690.27

Monthly payment includes 2,000 mono & 1,000 color pages, equipment, service, and supplies, (excluding paper and staples) Overage Billed Quarterly

**Rental Term (Months):** 60 Muni

Mono Overage Rates: \$0.0069

Color Overage Rates: \$0.045

### ALL-INCLUSIVE PRICING

**Our all-inclusive plans include the following at no additional cost:**

- ✓ Help Desk & End-User Training
- ✓ Delivery & Installation
- ✓ Service & Toner Package

# SERVICE EXCELLENCE

Rhyme has been recognized as a AAA Platinum Level Service Provider. This program recognizes service organizations for exceeding performance benchmarks and implementing industry best practices. We are among only 19 of 550 total dealers who have earned the AAA distinction.

## ■ Commitment To Training

- All Rhyme technicians are required to go direct to manufacturer training facilities around the country to get their training and certification before they service a machine.
- Achievement of Gold Level Certification for all technicians in your organization
- Minimum of two (2) Technicians certified on all current models for each sales office
- Minimum of one (1) each of the following: CompTIA PDI+ and CompTIA Net+ certified technicians

## ■ Service Level Agreements

- Maximum of four (4) Hour On-site Response Time for down equipment
- Next-day Loaner machines in the event of catastrophic failures
- Follow all Preventative Maintenance guidelines
- Practice written Total Call procedures to maximize mean copies between visits

**Our department's average tenure with Rhyme is over seven years and average tenure within this industry is over 20 years.**

## ■ Third Party Validation

- We validate our excellence by contracting a 3rd party company to benchmark all our service data against the top dealers in the United States every month. Rhyme has consistently ranked in the top 10, and #1 in the key categories of: first call efficiency (FCE) and copies/prints between service calls.

## ■ Customer Centric

- We bonus our people according to how well your machines are running to make sure you're getting what you pay for and more. We are proud to have a customer-focused service department that provides years of worry-free productivity.

# 93.3% 2021 NET PROMOTER SCORE

Here at Rhyme, we have a system that allows us to capture feedback after every service call. We use the Net Promoter Score (NPS) system to measure client satisfaction.



# RHYME DEVICE MANAGEMENT (RDM)

RDM simplifies meter collection, billing, supplies, and service delivery, enabling an exceptional customer service experience.

Rhyme utilizes a secure, cloud-based proactive supplies and service platform to drive organizational efficiency. With total control of your fleet, together we can reach new levels of business growth.

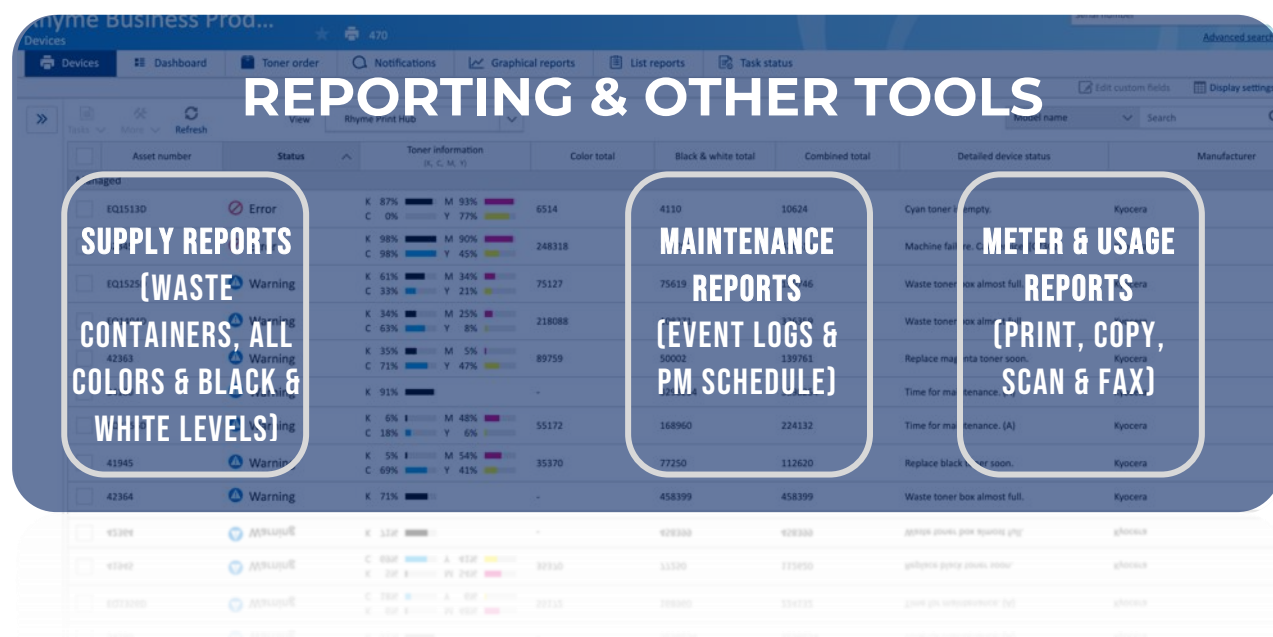
## SUPPLIES

- ✓ Eliminate excess in-house supply with just-in-time inventory.
- ✓ Reduce time and effort. You're busy as it is.
- ✓ It's easy to implement. We start shipping when your printer lets us know it's ready!
- ✓ It's flexible. It can work with multiple manufacturers and models, no problem.

## SERVICE

- ✓ Receive alerts on error and maintenance codes.
- ✓ Identify required parts for onsite service call.
- ✓ Access to device webpage to review data and adjust settings if needed.
- ✓ Assists with call avoidance.
- ✓ Increased first call efficiency.
- ✓ Firmware updates are monitored.

Our solution allows us to manage all manufacturers, over 25,000 different models in fact, so if you have a diverse print fleet, we can manage it. Our Hub is a powerful tool, offering data collection, supply triggered alerts, automated supplies fulfilment, and comprehensive reporting in real-time.





# THANK YOU

**REACH NEW HEIGHTS IN  
YOUR BUSINESS**

## Rhyme

11 Locations Across Wisconsin  
and Illinois

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