



August 25, 2005

Subject: Letter of Recommendation

We recently contracted with Smith Sinclair and Puget Sound Advantage Consulting (PSA) to implement a complete review of our copy, print and fax workflow processes and costs. The project lasted from late April through early July of 2005. Our goals included: 1) obtain an independent audit of our current vendor's value (costs and performance), 2) reduce costs if possible and 3) invest very little of management or staff's time in the project,

PSA did complete the project with very little time from my staff or me. Smith kept us informed at the important milestones and provided us with an in depth industry review that encompassed both cost comparisons and vendor support benchmarks.


The results of the projects were that we reduced our costs in the copy, print and fax expense categories by hundreds of thousands of dollars annually as well as significantly improved the level of vendor performance. We now have an agreement in place with our vendor (we chose to continue working with our incumbent vendor) whereby they contractually agreed to enhanced service levels that were created by PSA. We also have a template in place that will assist us in choosing replacement equipment in the future.

An additional benefit that we received in the process of working with PSA is that we learned a valuable "system" that we plan to apply to the other expense categories within our business.

I was skeptical at first that their business model sounded too good to be true. In the end, PSA did complete the project that they outlined at the outset without any up front cost. We are paying them a percentage of the savings they generated for us, over time, as we enjoy our savings.

I highly recommend that other business owners and managers consider working with PSA to free up cash that is currently being overspent needlessly. We had no idea the degree to which we could simultaneously reduce costs and enhance vendor performance.

Best regards

  
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