

# ction Printing

## Facility Management

# What is Facility Management?

## ***A way to save your company time and money.***

Managing your company's printing and copying requires more time, network bandwidth, and money than you've probably given much thought to. While controlling all these costs may not be your top priority, it is critical to the success of your business.

With Action Printing Facility Management, you get the convenience and speed of the latest on-site print technology without the risk of in-house investment. By letting Action install and manage your print and copy environment, you and your employees can focus on what you do best, rather than tinkering with machines.



# Why Choose Facility Management?

## ***So you can focus on your business!***

By leaving the management of your printing and copy facilities to us, you can gain better financial control and improve the efficiency of your business.

## **We Provide . . .**

### **An Analysis and Program Tailored to You**

Our trained personnel perform a complete analysis of your office paperflow. We determine the volume of prints, copies, faxes, and any other areas that could benefit from our services. We then recommend which of our products are best suited to meet the needs of your business now and in the future.

### **Equipment and Installation**

After we've determined your needs, we'll provide the equipment to match. Our representatives will install all the machines at your office and then provide you with the day to day management and cost control you're looking for.

### **Training**

We also provide on-site training on using your new equipment after installation plus any additional training needed as you hire new employees.

### **Dedicated Personnel**

Your in-house print and copy shop operations will be managed by our facility managers. Our managers are dedicated, career-oriented individuals that receive a full benefit package. We strongly believe that if we take care of our employees, they will take care of our clients.

# Services



## **Full Service Print & Copy Shop Management**

Complete facility management tailored to the specific needs of your business. Get the latest technology without a large in-house investment! Includes installation, training, supplies, on-site personnel, and maintenance.



## **Printing and Copying**

Aside from the “self-service” equipment, our representatives also provide support for your print and copy shop environment on-site as well. They will also help outsource large volume runs or special jobs to our primary facility to keep everything running smoothly.



## **Scanning and Digital Filing Solutions**

Digitize your files for quick searches and retrieval! We'll help scan your documents and create a digital archive. By running the documents through our special character-recognition software, we make all the text searchable from your computer.

***Let us take care of the copiers . . . so you can focus on what you do best!***



## Mailing

We provide many mail room services including first class presort and bulk mailing, labeling, inserting, folding, and mailing list generation and management.



## Data Management

We can help you get to know your current customers better through polling and analysis. We use collected data to generate referrals and find new prospects that you might have been missing.



## Marketing

Action offers several options for marketing including direct mail campaigns, customer satisfaction surveys and net promoter scores, websites, e-mail advertising, and printed pieces such as fliers, catalogs, and brochures.

# Take Control

---

## **Cost Recovery**

With Action Printing Facility Management, you can track all the activity that happens in your office - every print, every copy, every fax, every shipping document, and every errand.

Each machine is equipped with a device that watches its activity and then sends all information to your invoicing software. You can then easily add printing costs to your invoices. Our software is compatible with the large majority of invoicing software including Peachtree, Quickbooks, and BlinkSale.

Bill printing costs internally to departments or externally by account to customers.

## **Digital File Archives and Retrieval**

We can create a digital archive of your company's documents. By converting your printed documents into digital PDF files, you will be able to search all text in your archives quickly via your computer rather than digging manually through filing cabinets.

Best of all, the archive can be added into your company's network for easy access from any connected computer.

## **The Action Advantage**

By choosing Action Printing as your Facility Management solution, you gain access to our wide arsenal of print methods. Aside from your in-house equipment, you can also make use of our commercial presses, web-to-print on-demand ordering system, mail room, and full copy room.

So no matter what you need, we have the equipment to take care of you!

# Additional Benefits

## **Saves You Money**

You can have the newest technology without a huge investment. We have several flexible plans and equipment customized to your specific needs. Plus, your employees stay at their desk doing what they do best rather than messing with the copy machine.

## **Efficient and Proactive Outsourcing**

We've got your back. If you need a large volume of copies fast, you have our copy shop headquarters and fleet of printers and copiers at your disposal. We'll manage the outsourcing of your large job to our main facility and get it done quickly leaving your local printer free for your other office needs.

## **An Easy Monthly Bill**

You get one easy to understand invoice a month that includes the costs for service, supplies, and maintenance. We're the simple solution for all your office printing needs!



# About Action Printing



Action Printing is a premier Facility Management firm located in West Texas providing services such as copying, digital document management, and commercial printing.

With over twenty years of experience, we pride ourselves in being problem solvers and helping our clients to grow and thrive in today's business environment.

And now, we've partnered with leading print equipment provider, KONICA MINOLTA, in an exclusive contract to provide a whole new dimension of quality service and bottom-dollar pricing on machinery.

Most importantly, we understand that each business is unique. And unlike our larger competitors, we take the time to truly get to know you and your needs so we can create a contract that is tailored to fit your business.

## **Professional Memberships and Associations**

- The Better Business Bureau and the BBB's "We Care" Program
- Print Industries of MidAmerica, Executive Board Member
- Direct Marketers Association
- National Association of Quick Printers
- The Digital Printing Initiative
- The Lubbock Chamber of Commerce, Chamber's Leadership Lubbock, Technology Luncheon, and Agriculture Committee

**We offer solutions that fit you and your business.**

*"[Action Printing] has taken **a personal and genuine interest in our company's success** and not all our service contracts do that."*

- Charles S.

*"[Action Printing] has more than met **our expectations**. We now wonder why we used to spend so much time on copier maintenance issues and standing at the copier waiting our turn."*

- James L.

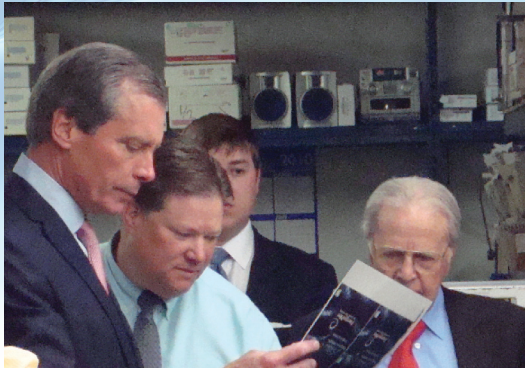
*"A number of our attorneys are trial lawyers, with heavy copying deadlines involving huge numbers of documents. We have never encountered a problem, because **[Action Printing goes] out of their way to make sure our copy needs are met.**"*

- Karol M.

# Recent News from Action Printing

## Texas Lt. Governor David Dewhurst Tours Action Printing

April 14<sup>th</sup>, 2010



Lt Governor David Dewhurst, Mike Stevens, and State Representative Delwin Jones

Texas Lieutenant Gov. David Dewhurst learned first-hand of the new business growth of Action Printing. "Action's expansion, Konica-Minolta, into the southeastern United States is impressive. It speaks to the entrepreneurial spirit of Action's ownership and management team," said Dewhurst.

"Our new strategic alliance with Konica-Minolta is the result of a long determined effort on behalf of many people. Even though we will be serving an eleven-state area in the southeastern United States including Texas, this means better opportunities for our customers locally. For our local customers it broadens our service offerings and provides them with deeper and greater options in many service areas," replied Mike Stevens, Partner/Co-owner of Action Printing.

Joe Setliff, Partner/Action Printing's General Manager, added, "Our expansion will mean additional jobs as well as new tax revenue dollars for Lubbock. Our alliance with Konica-Minolta has far reaching benefits but the local benefits are what we take in pride in achieving."

Facilities Management adds the convenience and speed of the latest on-site print technology without the risk of in-house investment in equipment and software. Action installs printers and copiers tailored to each businesses unique needs and provides maintenance and tech support. It means businesses can focus on what they do best.

An added advantage for Action customers is that our printers empower each business to keep track of who's printing and accurately track how much. Our software even allows detailed reporting on each account's printing - businesses can track their print cost to give them a better idea of their overall profit.

## Action Printing Wins the Blue Ribbon Award

March 3<sup>rd</sup>, 2009



Action Printing Employees Receiving the Blue Ribbon Award

Action Printing was chosen as a recipient of the U.S. Chamber of Commerce's Blue Ribbon Small Business Award for the year 2009. We were one of the only fifty businesses selected from entrants across the entire United States.

From the U.S. Chamber's Official Small Business Summit Website:

*"Winners of the Blue Ribbon Small Business Award represent the country's finest business success stories. ... It is their dedication to strong business principles that will enable us to rebuild our nation's economy."*

- U.S. Chamber President and CEO, Tom Donohue.

These businesses act as leaders in their communities, consistently demonstrate smart business planning and excellent customer service, and show a true commitment to their employees."

Action Printing is truly honored to have been chosen as an example of excellence in small business and we will continue in our commitment to exceptional service to both our customers and to our community.

# Other Services

Facility Management is just one of our many “Action-Packed” solutions. We offer other services including commercial printing, surveying and polling, and custom graphic and web design. Current FM customers can receive discounts on our additional services.

## **Graphic Design**

Employ our professional team of graphic designers skilled in image optimization, typesetting, and layout.

- Layout
- Design
- Image Clean-Up and Optimization

## **Polling and Surveying**

Every company needs to be able to gauge their customer’s opinions of them and we offer a whole range of tools to measure just that.

- Polling Online, Over the Phone, and Through Mail
- Data Collection and Analysis
- Prospect Lists and Lead Generation

## **Web Design and Online Marketing**

The Web is becoming an increasingly attractive marketing technique and it’s easy to see why - it’s available 24/7, reaches worldwide, and is incredibly cost-effective.

- Website Design
- E-Mail Marketing
- Online Ordering of Printed Material

. . . plus more! You can learn about all of our services at our website, [www.Action-Printing.com](http://www.Action-Printing.com).

# A Letter from the Owner



Mike Stevens, Owner

Hello and thank you for your interest in Action Printing Facility Management!

At Action, we understand that your business is unique so we don't do "cookie-cutter" programs. We treat every project we receive - large or small, business or personal, with the special care it deserves.

In addition to Facility Management, we offer many other business services including professional graphic and web design, commercial printing, and surveying and polling. And we like to give discounts to our FM customers on these additional services. So if you need business cards reprinted, a survey of your customers, or a makeover for your website, we've got you covered!

I look forward to visiting with you and your firm about what we can do to help with your particular printing and copying needs.

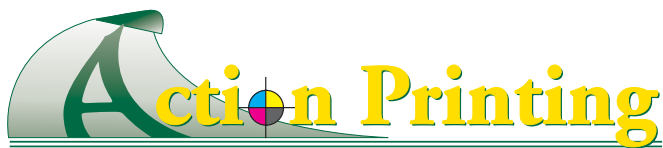
If you have any questions please don't hesitate to contact me personally by calling me toll-free at 1-888-226-5533 or by sending me an e-mail at [MikeS@Action-Printing.com](mailto:MikeS@Action-Printing.com).

Thank you for your consideration!

A stylized, handwritten signature in black ink that reads "Michael A. Stevens". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Michael A. Stevens  
Owner

To Find Out More About Action Printing Facility Management, Please Visit  
<http://www.Action-Printing.com/FM>



**2407 82<sup>nd</sup> Street  
Lubbock, TX 79407**

**Toll-Free  
1 (888) 226-5533**

**Locally  
(806) 745-5500**

**Fax  
(806) 745-5889**

**[www.Action-Printing.com](http://www.Action-Printing.com)**

**In Partnership with:**



**KONICA MINOLTA**