

Dear Cathy

I hope you are well. Sorry I have not been in touch for such a long time, but here are a few words about the devices, savings and support offered by ITQ.

We recently pulled together our stats for one year, compared to the previous year, of spend on toner and paper since we purchased our 2 multi-functional copier devices. We were delighted to find that we had saved around 50% on overall spend since we had transferred; much greater than the 30% that we were expecting.

We have had very little requirement for an engineer over the year and a half that we have had these devices, but when we have needed one, the service has been very quick and Kerry, the engineer, is always very helpful and pleasant.

Equally, when I have needed to call in for technical assistance, I have spoken with Mark and/or the two Chrises, who have always been able to solve my technical issues by patiently talking me through the processes required. They provide a great service and are a pleasure to deal with.

All in all, although there was initial reluctance from our employees to dispose of their 18 desk printers, and have them replaced by 2 ITQ devices, it has proven to be a cost effective and painless transition, plus a great big tick in our ISO 14001 box.

Thank you.

Kind regards

Jane Phang
HR Officer

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