



**Cats**

Online Zero Commitment Digital Copyshop

Digital Print FM's

# Frequently Asked Questions



Xerox  
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## THE SOLUTION

**Q** What is the biggest benefit with this solution?

**A** Simply the flexibility, no fixed costs, no minimum billing, yet a tremendous capacity on tap as and when required. "You only pay for what you have."

**Q** Do we pay for print room copiers/printers?

**A** No, Cats provide the on site equipment at their cost, therefore no restrictive leases are required. This cost is included in the cost per copy.

**Q** Do we pay for personnel?

**A** No, Cats provide and manage the print room staff, this is included in the cost per copy and finishing product costs.

**Q** How can you guarantee such a quick turnaround?

**A** We only ever run at 75% capacity to ensure we can always cope with that last minute job. All finishing is in house and also works 24 x 7. At Cats HQ we have onsite engineers available 24 x 7, for all production equipment

**Q** Which machines will you use in the print room & why?

**A** We utilise the very best latest equipment on the market, we have chosen Xerox equipment as it is the most reliable and has the best engineer force UK-wide. The quality is exceptional and the most advanced digital machines on the market.

For b/w copies/prints we provide 2x Work Centre Pro 65s, at 65 copies a minute which together can print as quick as a Docutech they can print from hard copy or on line.

For colour we provide 1x Docucolor 3535, this is an exceptional machine printing at 35 full colour copies a minute at perfect quality. Depending on the colour requirement two of these may be deployed. These machines also act as a scanner for any hard copy job to be sent to HQ.

**Q** How will you deliver back next morning?

**A** Our own delivery couriers leave at 2.00am, 4.00am & 6.00am to ensure all locations are delivered to each morning. "Any order placed by 5.00pm will be delivered back next morning"

**Q** What happens to all our existing finishing equipment and fixtures and fittings?

**A** All existing finishing equipment and fixtures and fittings will be utilised by Cats, replaced by Cats at their cost as and when required.

**Q** What happens to existing stock in the print room?

**A** Cats would purchase the live stock at cost. Crediting the first months invoice.

**Q** How much space will you require?

**A** This unique solution only requires a minimum of space approximately 50 sq metres.

**Q** How will we get digital files to you?

**A** E-mail, ISDN Online ordering or via our dedicated FTP server.

**Q** What format should we send the documents in?

**A** We have 38 software applications, the preferred format is PDF.

## THE SERVICE

**Q** Who decides where the document should be printed?

**A** The print room manager decides where best to provide the client with the most efficient service in order to meet all deadlines.

**Q** What is the capacity of Cats HQ?

**A** Open 24 x 7, Cats capacity is massive 30,000,000 b/w copies / prints a month and in excess of 5,000,000 colour copies / prints a month.

**Q** How is the service monitored?

**A** A service level agreement is absolutely essential. We are a service provider; a strict service level with detailed KPI's will be drawn up between both parties and reported on monthly.

**Q** Will you look after our office copier/printers for us?

**A** Yes the print room will assist on breakdowns, monitor the maintenance, fill with paper and toner, and clean daily as long as we have provided them.

**Q** You must buy a lot of paper, can you supply us competitively?

**A** Paper is an integral part of our business, with our strong supply chain, we would expect to be competitive and would welcome the opportunity to supply and manage key client's papers.

**C** How can you help us promote the service so we can concentrate on our core business?

**Q** The service over time will promote itself, however, initial presentations, flyers to everyone's desk and posters assure a quick awareness to all personnel.

## FINANCIAL

**Q** What financial saving have existing clients seen with this service?

**A** On average a minimum 30% saving is almost guaranteed against traditional on site facilities, plus an increase in service levels.

**Q** Are you able to name a couple of clients who already benefit from this service?

**A** Yes, WH Smith, Network Rail and Plymouth University.

**Q** Are the costs fixed for the term of the contract?

**A** Yes. For three years.

**Q** How are we charged?

**A** This unique solution is costed per product, which includes all equipment consumables paper and labour.

**Q** How are the product cost calculated?

**A** The product costs are calculated from existing volumes of outsourcing and existing facilities.

**Q** As wastage in all print rooms runs at an average of 4% who pays for it?

**A** All wastage is down to Cats. "You only pay for what you have"

**Q** What are the overtime costs?

**A** Because of the integral use of Cats HQ no overtime is ever charged or required. At the end of every day all outstanding work is digitally sent to HQ for next day delivery alleviating any overtime need.

**Q** How do you invoice?

**A** We provide a consolidated invoice at the end of each month backed up with a cost per product, per department spend. This is supplied in hard and soft copy format for easy internal billing.

**Q** Will you T.U.P.E. staff across?

**A** Yes we have already done this where required.