CONSUMER CHOICE AWARD 2021 VANCOUVER

19 YEAR WINNER

Introductory Package

2021

AUTOMATION ONE
BUSINESS SYSTEMS INC.

automationone.ca est.1981

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A message from our partners

Thank you for your consideration of Automation One Business Systems for your office equipment needs. We take great pride in the opportunity to earn your business by providing you and your organization with premier office solutions tailored specifically to your unique requirements.

Automation One, a locally owned and operated family business was incorporated in 1981 and has since become the largest independent office equipment supplier in Metro Vancouver. Today we serve over ten thousand satisfied clients through a wide range of office solutions.

Our award-winning customer service is what truly sets us apart from the competition. Automation One has been the sole recipient of the prestigious Metro Vancouver Consumer Choice Award 19 years running in the office equipment category. Through years of customer-first dedication we've earned this recognition and more. Simply put, we consider and treat our clients as family.

For more information, please don't hesitate to reach out. Our qualified team of representatives will diligently assist you and your organization with all your office needs.

Respectfully,

John E. Achtem
President
Automation One Business Systems

Neil M. Achtem
Chief Executive Officer
Automation One Business Systems

What we offer

- ✓ Office Printers
- ✓ Multifunctional Printers
- ✓ Production Printers
- ✓ Large-format Printers
- ✓ Mailing Equipment
- ✓ Print Management
- ✓ Vertical Market Solutions
- ✓ Security & Device Management

Our brand partners

Canon · IDEAL.MBM CORPORATION · Lexmark · FP · xerox

AUTHORIZED DEALER

office: (604) 255-6622
toll-free: 1 (888) 652-9922

automationone.ca
info@automationone.ca

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Brand overview

Canon is the preferred choices for office technology and services aimed at enhancing business performance. Winner of the 2021 BLI A4 Line of the Year Award, Canon offers a range of product solutions including office, multifunctional, production and large-format printers, print software and more. Canon is the right choice no matter the size or industry of your business.

Canon

BUYERS LAB A4 2021 BLI LINE OF THE YEAR TESTED

Lexmark is the industry leader when it comes to small and home office print technologies. With a range of A4 colour and monochrome options, Lexmark will help elevate your small business to the next level.

Lexmark™

Francotyp Postalia offers premier mailing and envelope-Inserter solutions. Take your mailroom operations to the next level with FP.

FP

IDEAL.MBM is a leading document management company with an unrivaled line of products including cutters, shredders, and more.

IDEAL.MBM CORPORATION

Xerox is a leader in document management technologies and services. Founded in 1906, Xerox has more experience in the printing industry than any of its rivals, and is trusted by companies small, medium and large all over the globe. Join the Xerox family and discover the difference excellence makes.

xerox

***Automation One** is an authorized dealer in Metro Vancouver for our Brand Partners

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Service you can count on

We strive to provide the best customer service in the industry and our reputation speaks for itself. Automation One has received the Metro Vancouver Consumer Choice Award in the office equipment category 19 years running and has an A+ Better Business Bureau rating.

BBB A+ ACCREDITED BUSINESS

Here's how we do it:

We make service easy

All our service contracts include all necessary preventative maintenance, service calls, parts and labour, as well as loaner or replacement equipment as needed

We prevent down-time and emergency maintenance

We use sophisticated software to predict when preventative maintenance is due to reduce emergency service or maintenance calls and down-time

We make service fast

If immediate service is needed, we offer prompt dispatched service that far outpaces the industry average

We make sure you are happy

On the very rare occurrence that one of our machines is not meeting our performance guarantee, we will replace it at no cost

All Automation One technical staff are required to continually upgrade their training through manufacturer provided training packages and courses. Our service technicians obtain the highest level of product knowledge and training as new technologies and equipment become available.

Billing frequency

Automation One makes all policy decisions locally from our Vancouver head office allowing businesses the opportunity to customize service billing to meet internal accounting preferences.

Monthly, quarterly or semi-annual billing is simple to implement or change.

Customer satisfaction guarantee

Automation One Business Systems provides a continuing customer satisfaction guarantee on all systems and accessories with all service contracts.

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Who we are and how we help

- 100% locally owned and operated family business in Vancouver
- 40 years' experience; incorporated in 1981
- Canon, Lexmark, Francotyp Postalia (FP), and Ideal.MBM authorized dealer
- Local offices in Vancouver and Burnaby with 15,000 sq. ft. of parts, toner and equipment inventory, always ready to be delivered
- Highly-qualified team of over 40 manufacturer-trained sales, I.T. and service technicians
- Central service dispatch from Automation One's Vancouver office
- Average service response time of 90 minutes
- 4-hour maximum response time guarantee
- Photocopier performance guaranteed
- Remote monitoring and automatic meter reading included free of charge
- On-site service loaners if needed

Automation One is an independent consultant focused on researching, testing and recommending best-in-class solutions for our customers. We examine each client's environment and offer greater objectivity and more choice, since we are not limited to a single manufacturer or brand. In addition, Automation One provides solutions across the entire document lifecycle – from capture (scan) to storage / retrieval (document workflow) and output (email / print / copy).

An important message on our response to COVID-19

Automation One is taking every precaution to ensure safety as we continue to service our clients during this coronavirus pandemic. We are actively following BC Provincial and Health Canada guidelines. To learn more, please see our full statement online at automationone.ca/covid-19

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