



AUTOMATION **ONE**
BUSINESS SYSTEMS INC. est. 1981

Information Package 2024



Office Printers
Multifunctional Printers
Production Printers
Large-format Printers

Mailing Equipment
Print Management
Vertical Market Solutions
Security & Device Management

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

email: **info@automationone.ca** web: **automationone.ca**



VANCOUVER'S COMMERCIAL PRINTING EQUIPMENT LEADER

Brand overview



Canon

Canon is the preferred choice 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.



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

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.

*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 21 years running and has an A+ Better Business Bureau rating.



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.

Who we are and how we help

- 100% locally owned and operated business in Vancouver
- 43 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 under 90 minutes
- 4-hour maximum response time guarantee
- Superior equipment performance
- Remote monitoring and automatic meter reading included free of charge
- On-site service loaners if needed



Canon

IDEAL.MBM
CORPORATION

 **Lexmark**

FP 

xerox

AUTHORIZED DEALER



Vancouver Head Office: 1365 Boundary Rd., Vancouver, BC V5K 4T9
Burnaby Office: 1440 Ingleton Ave, Burnaby, BC V5C 4L7