



Cardiovascular Consultants

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To whom it may concern:

I would like to take a minute to comment on the new Xerox WorkCentre Pro copiers that were installed recently at Tyler Cardiovascular Consultants as well as comment on the level of service we experienced during and after the implementation.

In the fall of 2003, we began looking at replacing some of our outdated Xerox copiers. We talked with several vendors including some that sold Ricoh and Canon. After a thorough comparison of the three brands, we chose to replace all our copiers with new Xerox copiers supplied by Copier Company of America for three key reasons. First, we felt that Xerox had the best design, making them highly very powerful and serviceable. Second, the service organization for the copiers was Xerox, not a reseller, so there was direct accountability back to the manufacturer of the machines. Finally, the way pages are counted combined with the ability to pool our page counts enabled us to greatly reduce our click charges across our enterprise.

When we were reviewing the functionality of all the systems, there were many promises made about how employing this feature or that feature would save money for our organization. Eight months after the original implementation, I am thrilled to report that features like network faxing through RightFax, network scanning, scanning directly to email and LDAP connectivity all perform wonderfully and are fulfilling the promises that were made of savings through technology. We are excited to continue finding ways to use these copiers to streamline our business even further.

From an implementation and service perspective, we have been served quite well by our decision to partner with Xerox. They had the local expertise to answer all our technical questions, making implementation an exciting and almost pleasant experience, unlike other implementations in the past. Since implementation, Xerox has always provided good phone triage of our issues, quick return calls and visits from the local technicians. As an Information Systems manager, I don't know how they could do much better of a job then they are currently.

All things considered, working with Xerox and Copier Company of America has met our high expectations and we look forward to a long future together.

Sincerely,

Mike Strout  
Director of Information Systems