

# FISHER'S + VLCM MANAGED PRINT SERVICES ACQUISITION FAQ:

## WHAT WILL THE COMPANY NAME BE?

VLCM Managed Print Services will become Fisher's Technology (September 1, 2022).

## WHAT IS HAPPENING TO VLCM'S IT DIVISION?

Managed Print Services is the only division impacted by this change. This change will allow VLCM to make continual investments in the key areas of the business including cyber security, infrastructure & data systems, and hybrid cloud solutions.

## WHERE WILL THE LOCAL OFFICE BE?

The Fisher's Managed Print Services Team will remain in the current VLCM IT Services building (852 E Arrowhead Ln, Murray, UT 84107) until Fisher's finds a new location in the Salt Lake City area. Fisher's Technology is an 86-year-old company hailing originally from Boise, Idaho and has 4 locations in Idaho, 6 locations in Montana and a location in Spokane, Washington.

## WHAT IS THE BENEFIT OF THE ACQUISITION FOR MANAGED PRINT SERVICES CUSTOMERS?

Fisher's is similar to VLCM with offerings in copy/print technology and we are also well-aligned in that our top priority is happy customers and employees. The combined experience and expertise of the Fisher's and VLCM Managed Print Services Team will strengthen and expand our ability to provide amazing office tech solutions and support for our customers.

## WILL MY COPIER AND PRINTER SERVICE CHANGE? WILL SOMEONE NEW PROVIDE MY COPIER AND PRINTER SERVICE?

While Fisher's is always interested in attracting new talent, generally the same dedicated, local VLCM Managed Print Services staff will continue to work hard to deliver high-quality office technology services to you.

## WILL MY RATES CHANGE?

No. Your rate for service will remain the same per your existing VLCM Managed Print Services contract. There are no changes to rates as a result of the acquisition.

## WILL THERE BE CHANGES IN THE WAY I PAY MY BILL?

Starting September 1, please proceed with the following payment options.

### CHECK PAYMENTS

- Please address and mail payment to Fisher's Technology, 575 E 42nd Street, Boise, ID 83714

### ONLINE PAYMENTS

- Visit [fisherstech.com](http://fisherstech.com) > support > bill pay

### AUTO PAYMENTS

- Fisher's will proactively reach out to customers to update current auto payments. If you need to update your current auto payment or you would like to switch to an auto payment, please email [ar@fisherstech.com](mailto:ar@fisherstech.com) and we'll get you all set-up.

## HOW TO CONTACT US?

For all communications (service requests, supplies, meter readings, contract questions, etc.), please visit [www.fisherstech.com/vlcm-mps](http://www.fisherstech.com/vlcm-mps)

