FISHER'S
TECHNOLOGY

HAWLEY TROXELL
ATTORNEYS AND COUNSELORS

HAWLEY TROXELL
Request for Proposal

November 1, 2022

ALL THINGS
OFFICE TECHNOLOGY

EXECUTIVE SUMMARY

Hawley Troxell is Idaho's largest local law firm. Through this RFP process, the Fisher's team intends to demonstrate to Hawley Troxell that we can support Hawley Troxell's needs and are the best choice as a business partner to provide the enterprise managed print solution and support of printing devices. Hawley Troxell deserves the best-in-class equipment and support. Fisher's has been selling and supporting Canon equipment for 20 years. In 2021, Fisher's was ranked in the top 20 Canon dealers in the nation and received multiple recognition awards based on sales and service excellence. Hawley Troxell will benefit in product selection from expert advice on products and solutions. Further, Fisher's will support Hawley Troxell with the most knowledgeable and skilled service team in the state. Based on our experience with other customers who purchase Canon equipment and allow Fisher's to maintain the equipment, it is not uncommon to be able to extend the life of the equipment beyond the typical sixty-month depreciation schedule.

Although not specifically requested, Fisher's is including a detailed discussion of security considerations and how strategies to manage security risks related to the products we provide. Further, we are recommending uniFLOW for output management and security benefits. Therefore, pricing for the recommended uniFLOW solution for Hawley Troxell is also included in this response (Solution Recommendation, Creative Replacement, uniFLOW Pricing for Hawley Troxell).

Fisher's mission is to make our customers extremely happy with their office technology. Beyond the technology, we aim to be easy to work with. Regularly reviewing, and reporting on fleet performance and service, enabling every employee to do what is right for the customer, and access to ownership are just a few ways that make it easy to work with Fisher's.

If Fisher's is awarded this business, it is our commitment to Hawley Troxell that we will continue to work each day to ensure Hawley Troxell is extremely happy with their office equipment and extending the relationship with Fisher's as a business partner.

COMPONENTS OF FISHER'S RESPONSE INCLUDE

REQUIRED DOCUMENTS
- **Four (4) copies of completed response**
- **Cover Page**
- **Company Overview**
- **Performance Expectations**
- **Solution Recommendation and Pricing**
    - Like-for-Like Pricing (excel format)
    - Creative (Recommended) Replacement (excel format)
    - uniFLOW Pricing

- **References**
- **Product Specifications**
  - Product Brochures for all equipment quoted for both replacement strategies
- **Business Questions**
  - Includes detailed discussion of Fisher's Security program (response to question 31.)
  - Includes benefit details of uniFLOW, Future Considerations (response to question 31.)
- **Notes & Attachments**
  - Sample Customer Surveys
  - HIPAA Training & Compliance Docs
  - Risk/Security Assessment
  - Sample Account Review
  - Sample Project Timeline
  - Fisher's Maintenance Agreement
  - KPAX Security White Paper
  - Sample Custom Invoice
  - uniFLOW Brochure

It is our honor to be able to respond to this RFP. Please let me know if there are additional questions or requested modifications to the solutions presented. I can be reached by email at tjorgensen@fisherstech.com or directly at 208-283-1272.

Sincerely,

TERESA JORGENSEN, *Boise Regional Manager*
tjorgensen@fisherstech.com
C 208-283-1272

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CEO, Owner
ctaylor@fisherstech.com

Ty Grigsby
President
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OVERVIEW

COMPANY OVERVIEW

Fisher's Technology is an Idaho-owned company. Our mission is to make our customers extremely happy with their office technology. We are a service organization and pride ourselves on the service experience we provide. **We are guided by our core values:**

- Happy team members that are positive and have fun together
- Making our customers extremely happy
- Respecting others and trusting their good intent
- Passion for continuous improvement

Through the years and previous RFP responses, we believe Hawley Troxell has been able to get to know Fisher's passion for technology and what drives our company culture. We work hard for our customers and have fun as a team.

Fisher's is a growth company. We recently completed the acquisition of a Utah technology company's imaging division. This acquisition added two sites in Utah (Salt Lake and St George). Fisher's now has 14 offices in Idaho, Montana, Utah, and Washington and 175 employees.

Please note that Fisher's has offices in each of Hawley Troxell's locations except for Reno, Nevada. Hawley Troxell's office in Reno is not in the scope of this RFP. However, in the event Hawley Troxell would like to add that site for equipment and support, Fisher's is more than capable of supporting that office. Fisher's has expertise in managing geographically distributed accounts such as Micron Technology, Boise Cascade, and US Ecology/Republic Services. We have dedicated staff that manages dealer partners in other markets that provide service on behalf of Fisher's. We manage over 1,600 devices in over 300 different cities across the nation. Ray Morgan is the dealer partner that would provide local service to the Reno, Nevada office.


History

Fisher's has been an Idaho office technology company for 86 years. We started as an Underwood typewriter dealer in 1936. In 2012 the company was purchased from Gary Mahn by the current owners - Idaho natives - Chris Taylor, Eric Strand, and JT Jones. Under the new ownership, Fisher's has evolved into a premier technology company.

- 2012 - Fisher's is purchased by Eric Strand, Chris Taylor, and JT Jones
- 2013 – Fisher's adds IT services business unit
- 2017 – Fisher's acquires Automated Office Supplies in Montana
  - Fisher's receives Idaho Business Review's Reader Ranking Best Office Equipment Company AND Best IT & Tech Support Services award (and has won this recognition, annually, every year since)
- 2018 – Fisher's acquires Davis Business Machines in Montana
- 2019 – Fisher's acquires ABC Office Equipment in Washington
- 2020 – Fisher's receives Idaho Business Review's Best Places to Work award for the 12th time (and continues to win this recognition)
- 2022 – Fisher's acquires Terrell's Office Solutions in Montana
  - Promotion of Ty Grigsby to President of the company
  - Fisher's acquires VLCM's imaging division in Utah
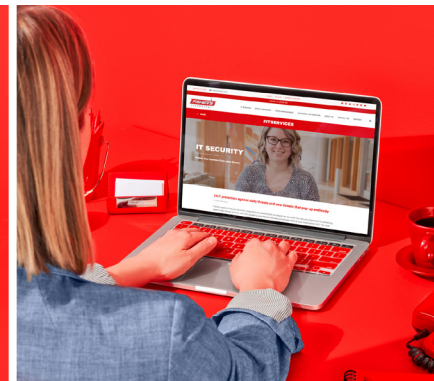
Products & Services

In southern Idaho, Fisher's is an authorized dealer for Canon, Konica Minolta and HP copiers and printers. We also provide industry leading products and support in our IT division such as Microsoft, Cradlepoint, Meraki, and many others. Fisher's provides services for the following:

- Imaging
  - Copiers/Multifunction printers
  - Laser printers
  - Fax Solutions
  - Wide format/plotters
  - Production print
  - Scanners

- IT Services
  - Networking
  - Security
  - Backup and Business Continuity
  - Cloud Hosting
  - Device Management
  - Productivity Solutions
  - IT Help Desk and Support
  - Professional Services
  - Compliancy Services
  - Unified Communications

- Document Management
  - Solution Services
  - Document Automation
  - Electronic Forms
  - Imaging/OCR
  - Integration/Routing/Workflow
  - Cost Recovery
  - User Accounting

Ownership Overview

As mentioned above, Fisher's is privately held by three principal owners:
- Chris Taylor, Chief Executive Officer
- J.T. Jones, Chief Financial Officer
- Eric Strand, Vice President of Sales

FISHER'S ORGANIZATIONAL CHART

CHRIS TAYLOR
CEO

J.T. JONES
CFO

TY GRIGSBY
President

ERIC STRAND
VP of Sales

Accounting + Finance Team

DOUG PHELPS
Service Manager

TERESA JORGENSEN
Regional Sales Manager

Service Technicians

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Number of Technicians

There are 19 Fisher's service technicians who service the Treasure Valley, Magic Valley, Idaho Falls and Pocatello. The service team is required to participate in regular and on-gong technical and customer service training.

Location of inventories

Fisher's largest warehouse is at our company headquarters. Our location off Veteran's Memorial Parkway, located in Boise, is only seven minutes from Hawley Troxell's downtown Boise office. We maintain over $2,000,000 in inventory in this 30,000 square foot facility, half of which is warehouse. Our service technicians also carry parts and supplies in their vehicles based on predictive analytics of equipment that they support.

Local Experts & Specialists

Fisher's invests significantly in having local experts as resources to our clients. We employ a color and production specialist, a managed print specialist, software specialists, a healthcare specialist, and IT and networking specialists. Besides the talented service technicians, the specialists that are most likely to impact

FISHER'S SUPPORT OF HAWLEY TROXELL ARE:

DOUG PHELPS – Fisher's Boise Regional Service Manager has 29 years' experience. He is full line trained on two manufacturer copier lines and leads the service technicians in the Treasure Valley.

DUSTIN JURICA – Is one of Fisher's System Engineers with over 15 years' experience. Dustin has received multiple Fisher's Customer Awards, has multiple Canon & Konica certifications, and is a uniFlow and PaperCut specialist.

JUSTIN REX - Fisher's Production Specialist. Justin has 16 years' experience with Fisher's and has been recognized by Canon USA as a top 5 Production Specialist in the nation. Justin has extensive experience defining the right production equipment strategy and implementing complex solutions. He was recently recognized by EFI for his knowledge and training on Fiery products. Justin also has extensive experience implementing PlanetPress, uniflow, PaperCut, and MEAP applications.

DANA HAMILTON – Fisher's Director of IT Support. Dana came to Fisher's with 30 years of experience in the IT industry. She has been with Fisher's for 6.5 years. Dana not only manages the customer experience for Fisher's IT customers, but she also is responsible for internal enterprise HIIPA training and testing, and security and compliance testing.

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BEAU BRAZIER - Fisher's Enterprise Content Management Specialist. Although Beau has only been with Fisher's for a short time, he has 25 years' experience in document technology and has led large scale implementation of solutions.

JEROMY ESPLIN - As a Senior IT Engineer he has expertise in solution development and project implementation. His primary focus is unified communication solutions. Jeromy has been with Fisher's for six years and has been an IT specialist for 21 years.

Other Differentiating Aspects

We truly believe what differentiates our company is our people and our culture. We focus on our people and culture first, and we strive to ensure that our employees are happy, engaged, and enthusiastic. Therefore, Fisher's employees are empowered to deliver exceptional service to our customers, vendors, and partners. Our culture leads to extremely happy customers, which is the catalyst for Fisher's growth and success.

We have received and continue to receive many awards and recognition in the industry:

Voted 15 years straight! We were a top 10 winner in the large company category for 2021.

We were in the top 3 for the large company category for 2021.

#1 for "Best in Office Equipment Company" & "Best in IT & Tech Support Services" 7 years in a row!

We ranked 88th in 2022!

Dana Hamilton, Fisher's IT Service Manager, is part of the Boise council as this organization is dear to her heart.

An an Elite Dealer abides by a set of core values in dealing with customers, employees, vendors and the community.

5 years straight! Recognizes and appreciates dealers for their exceptional commitment to customer support and satisfaction.

Tia is an outstanding team member who continually excels in our Accounting Department.

Memorable Marketing - Haley Grigsby, Fisher's Marketing Director, discusses today's best marketing tactics.

ENX Feature! Rebirth of a Dealer: Cultural Change at Heart of Fisher's Technology Transformation

The most important indicator of our success is what our customers say:

See next page.

Congratulations to Devry Richardson and Teresa Jorgensen for reaching Canon Pinnacle Level for the past 3 years!

Teresa Jorgensen has been nominated and accepted as an honoree for IBR Women of the Year!

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MESSAGES FROM
FISHER'S
CUSTOMERS

"I called and the phone was answered right away by a helpful person. Nick, our service technician, gave me a solution to fix the canon copier/google Gmail issue myself so I wouldn't have to pay for a service call since this was not a covered maintenance issue. That was very thoughtful and I appreciate that. I also appreciate the email from Fishers warning about the potential issue, which made me sound smart when my co-workers were asking me why their scan to email wasn't working.
- Cornerstone Psychological Associates

"Idaho Falls is the 2nd largest emergency food pantry in Eastern Idaho. We recently contracted with Fisher's and their amazing team to update and maintain our computer systems and security after running on outdated software for years. Kasi and her team met with us regularly to ensure a smooth transition with minimal downtime and the service has been excellent. The Fisher's team is knowledgable at every level and works hard to make our lives easier. Highly recommend.
- Community Good Basket - Idaho Falls

"Justin was patient with the glitches that came up while he was trying to get to the root of the problem such as old equipment on our part. Very friendly and knowledgeable.
- Oasis Seventh Day Adventist Church

"There is nothing I would change about Fisher's. The tech got here super fast and was in communication better than any we have had in the past.
- AERO Specialties Inc.

"Mark was thorough and very personable. He took time to talk us through some pieces that were essential to understanding what was going on with the copier. Great technician!
- Trinity Trailers MFG., Inc.

EXPECTATIONS

PERFORMANCE EXPECTATIONS

3. Scope of Services

3.1 Service Calls. Hawley Troxell requires an on-line service request system for all service calls. Vendor will provide operating hours for service calls and address after-hours service calls. Vendor will provide methodology to document service calls. Service call communication processes will be clearly documented.

Fisher's uses e-Automate as the company ERP, the best in the industry. This allows us to provide a portal for our customer to securely place service and supply requests on-line. The portal is called e-Info. However, we can accommodate phone in, email, or fax requests.
Fisher's standard operating hours are Mon. – Fri.
8:00 am – 5:00 p.m.

FISHER'S IS CLOSED FOR THE FOLLOWING HOLIDAYS:
- *Memorial Day*
- *4th of July*
- *Labor Day*
- *Thanksgiving Eve*
- *Thanksgiving*
- *December 25th (or 26th of December if the 25th is on Sunday)*
- *January 1st (or 2nd of January if the 1st is on Sunday)*

As mentioned above, service and supply requests are submitted via e-Info. This system creates a service ticket. Then, the ticket is tracked within the system so that response time, resolution time, and service technician comments are all recorded. This information is available to the customer via their login credentials to the service portal (e-Info).

Once a service ticket is in our ERP (E-Auto), it is associated with the customer, machine, or event, and includes any associated requirements. The service need is analyzed against the ticket profile, technician availability, call queue, and parts/supplies availability. Then, the ticket is automatically assigned a status. The status is reviewed by the TAC (Technical Assistance Center) staff to determine if manual intervention is needed to adjust priority or better leverage resources. If a call is the type that can be resolved remotely, Fisher's will make every effort handle it in that manner to reduce the amount of downtime. Once confirmed and final assignment is determined, the service request is routed to the appropriate service technician. All service technicians' mobile devices are connected to e-Auto and therefore they have visibility in the field on response time requirements, past service history, and/or manufacturer updates.

When the technician arrives on site, he confirms with the site contact the service issue and symptoms and confirms arrival time on site via the mobile device. Then the technician will follow "Total Call Procedures" (see below). When the call is complete, the technician will leave a post it on the machine with a description of action taken, time closed, and some tasty mints. If possible, the technician will also check with the staff to verify there are no other issues with other devices at the location. The technician will close the call in the field via the mobile device, thereby accurately tracking service ticket response time and resolution time.

Fisher's also has many customers who elect to utilize remote Tier 1 support. In this model the issue is triaged by the TAC staff for phone support. If the issue cannot be resolved via phone support, a technician is dispatched.

3.2 Meter Readings

Hawley Troxell requires electronic meter collection for all network connected devices.

Fisher's uses KPAX for electronic meter collection. The security white paper is included for review and reference.

3.3 Supplies Ordering

Hawley Troxell requires an on-line service for all supplies ordering.

Supply requests are placed via e-Info, in the same manner discussed previously for service requests.

3.4 Response Time

Targeted response times will be four hours or lower at all locations. Response times shall be measured from placement of first service call to the arrival of a technician on-site. The monthly average response time is measured for each individual machine. What remedies are available in the event the response time is not met? What reporting method will be used? What guarantees will be made for response time?

In the event Fisher's is not meeting response times, there is an escalation process. The deficient response time (or any issue) should be escalated to the Account Manager assigned to the account (Teresa Jorgensen). If the issue isn't resolved within an acceptable timeframe, the customer should further escalate the issue to the VP of Sales, Eric Strand. If the issue is still not resolved, both the President of the company, Ty Grigsby and the CEO, Chris Taylor will be notified.

Response times and service data are generated from e-Auto and reported on in quarterly account reviews. This reporting tool is also available upon request at any time.

If Fisher's fails to meet average response time expectations, Fisher's will issue a 5% service credit for the billing month of the machine where support was not compliant.

3.5 Loaners
Upon request, vendor will provide loaner equipment for equipment that is non-functional for more than one business day.

Fisher's agrees to and can support this requirement.

3.6 Off-site Production
Upon request, vendor will provide printing services for projects stalled as a result of equipment that is non-functional for more than one business day. The cost for such production will be charged at the same rate as the non-functional machine's service rate.

Fisher's agrees to and can support this requirement.

3.7 Training
Vendor shall provide unlimited training services as requested by Hawley Troxell.

Fisher's agrees to and can support this requirement.

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3.8 Performance Reporting

The Vendor shall provide a quarterly Performance Report/Account Review including, but not limited to, the following fleet performance information: (1) location, (2) model, (3) asset number, (4) impressions (break down of color and black and white), (5) number of service calls, (6) average response times, and (7) recommended changes including rotation of equipment (if applicable).

Fisher's will provide a monthly customized invoice that will satisfy requirements 1-4. (Please see Sample Custom Invoice included.) The service performance data and compliance to SLA's (items 5 & 6) will be reported in the quarterly performance review. (Please see Sample Account Review.)

Typically, equipment rotation recommendations are made semi-annually. Account Managers review the service history and the usage age of the equipment to determine if equipment should be rotated. The account manager will provide guidance and recommendations based on their analysis.

3.9 Billing/Invoicing

Billing/invoicing for maintenance services contract will be on a monthly basis with overages billed/invoiced on a quarterly basis. Billing/invoicing will be spreadsheet billing listing equipment, location, split black and white and color counts, and costs.

Fisher's agrees to and can support this requirement. Please see sample Custom Invoice.

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SOLUTION

SOLUTION RECOMMENDATION AND PRICING

Fisher's is pleased to quote Canon equipment for the recommended replacement strategy for Hawley Troxell. The legal industry is heavily influenced by peer recommendations for technology investment/procurement. The International Legal Technology Association (ILTA) consistently reports Canon ranked #1 based on the annual Technology Survey. As Idaho's largest, full-service business law firm, Hawley Troxell will benefit from leveraging the experience and peer reviewed success of Canon products in the legal industry.

As outlined in section 2.3, Tab 4 of the RFP document, **Fisher's agrees and will support the following requirements with no exceptions:**

PRICING SHALL ACCOMMODATE THE FOLLOWING:

- Service rates on imaging hardware include service labor, parts, toner supplies, and networking support. Pricing should not include paper and staples.

- Monthly charges in addition to click charges, including supply delivery, will not be accepted.

- All trip charges for dispatched technicians shall be included in service costs.

- Management or monitoring software and hardware required for this agreement shall be included in the service cost.

- Service rates cannot be escalated more than 2% per year and escalations are for service only (no lease payments). Prior written notice of an escalation is required.

PLEASE NOTE: REGARDING SECTION 4. HT PRODUCT DEMO. ON SITE DEMO MAY BE LIMITED BY PRODUCT AVAILABILITY.

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REFERENCES

CORPORATE REFERENCES

GIVENS PURSLEY
PATTI HENDERSON, *IT Manager*
pattihenderson@givenspursley.com

————

Years of service: 15
Fleet Managment

————

601 Bannock Street Boise, ID
(208) 388-1241

J-U-B ENGINEERS
KARIN SHANNON, *Facilities Manager*
kshannon@jub.com

————

Years of service: 13
Fleet Managment

————

2760 W. Excursion Ln Boise, ID
(208) 376-7330

BOISE CASCADE
JULIE EDGAR, *Legal Adminstrator*
jedgar@bc.com

————

Years of service: 15
Production Print & Fleet Managment

————

1111 W Jefferson Boise, ID
(208) 384-4962

BLUE CROSS OF IDAHO
TOM WILMOT, *Director of IT Infastructure + Ops*
tom.wilmot@bcidaho.com

————

Years of service: 17
Production Print, Facilities Management,
Fleet Managment

————

3000 East Pine Ave Boise, ID
(986) 224-3119

techYEAH!

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PRODUCTS

QUESTIONS

BUSINESS QUESTIONS

1. DOES YOUR COMPANY POSSESS ALL LICENSES AND/OR PERMITS REQUIRED BY LOCAL, STATE, OR FEDERAL AUTHORITIES APPLICABLE TO YOUR BUSINESS?
Yes.

2. DOES YOUR COMPANY CONDUCT PRIVACY AND CYBER SECURITY TRAINING OF YOUR WORKFORCE? IF YES, PLEASE DESCRIBE IN DETAIL OR ATTACH YOUR MOST RECENT TRAINING TO YOUR RESPONSE TO THE RFP.
We provide, and require, HIPAA Privacy and Security training—which includes extensive cyber security training. HIPAA Compliance includes annual training of all staff, routine security reminders, continuous monitoring of access to systems, and routine audits to maintain compliance. All employees are required to attend basic training and are tested on content.

Attachments: 2022 HIPAA Training_Fishers and 2022 HIPAA Training Quiz_Fishers

3. DO YOU CONDUCT BACKGROUND CHECKS AND DRUG TESTING OF NEW OR EXISTING EMPLOYEES? IF YES, PLEASE DESCRIBE.
Fisher's conducts pre-employment drug screening through Drug Free Idaho and nationwide background checks through Minert & Associates. We also do random drug testing throughout the year for all employees.

Attachments: Data Breach Liability Report, Consolidated Security Report Card, Consolidated Management Plan, and User Behavior Analysis Report.

4. DO YOU PERFORM AN ANNUAL SECURITY RISK ASSESSMENT? IF YES, PLEASE DESCRIBE IN DETAIL OR ATTACH YOUR MOST RECENT ASSESSMENT TO YOUR RESPONSE TO THE RFP.
Fisher's performs an annual network security assessment in addition to performing a HIPAA risk analysis. Both assessments are utilized to monitor and improve security on an ongoing basis.

Attachments: Data Breach Liability Report, Consolidated Security Report Card, Consolidated Management Plan, and User Behavior Analysis Report.

5. HOW DO YOU ENSURE HIPAA COMPLIANCE AND SECURITY OF INFORMATION THAT COMES INTO CONTACT WITH MFPS, PRINTERS, AND COPIERS?
We utilize the Department of Defense's method of securely wiping hard drives when equipment returns to one of our warehouses. We utilize a checklist and visible signage on all returned equipment to ensure all media is wiped and either destroyed or prepared for re-use, depending on the security level of the client. When appropriate, we also use 3rd party certification of compliancy.

6. HOW DO YOU ENSURE HIPAA COMPLIANCE AND SECURITY OF CLIENT INFORMATION TECHNICIANS OR REPRESENTATIVES OF VENDOR MAY ENCOUNTER DURING SERVICE CALLS, DELIVERIES, OR INSPECTIONS WHILE ON-SITE AT THE OFFICES OF

THE FIRM?

Fisher's requires all staff to be trained in HIPAA privacy and security rules and to comply with all applicable rules while in our offices and at customer sites. Fisher's requires that any staff with potential access to PHI must comply with all applicable HIPAA rules. Additionally, we encrypt mobile devices and any device that may contain client PHI.

All Fisher's technicians, engineers, and field support staff wear standardized clothing with Fisher's logos. This ensures that client staff knows who Fisher's staff is and that they are appropriately accessing client environments and information.

7. DESCRIBE ANY FORMAL QUALITY OR CONTINUOUS IMPROVEMENT PROGRAMS CURRENTLY IN PLACE IN YOUR COMPANY.

Continuous Improvement is a Fisher's core value. We have three primary sources of innovation for continuous improvement: Client feedback, team member feedback, and industry best practices groups.

Quarterly Business Review Feedback (Client):

QBRs, described in Section 3.8, surface areas for improvement and innovation in Fisher's service experience. We utilize feedback from these reviews to launch improvement initiatives to solve immediate and systematic issues or to further enhance the client experience.

Service Call Survey Feedback (Client):

All customer service call closures generate an electronic feedback request (unless opted out). We currently get a 14% response rate and utilize all critical feedback to launch change initiatives.
These surveys also include the Net Promoter Score (NPS) customer satisfaction measurement methodology. Fisher's consistently maintains industry-leading NPS scores of 80% - 90%+.

New Installation Survey Feedback (Client):

30 days after any new hardware or software installation, Fisher's contacts our clients to assess the satisfaction with the new technology and with the sales process. Areas for improvement launch client improvement plans and internal change initiatives.

BEI (Industry):

Fisher's subscribes to the BEI (Business Equipment Information, www.beiservices.com) service, which collects regular business data downloads from hundreds of service providers across the U.S. The consolidated data shows average performance of specific equipment, individual technicians, utilized parts, etc. This allows Fisher's to benchmark where it is performing relative to service providers throughout the country, launching change initiatives when performance is below best-in-class.

Service Leadership (Industry):

Fisher's belongs to Service Leadership (www.service-leadership.com) and SLI's peer consulting group for

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managed services. We meet quarterly with seven other managed service providers and the SLI consultants to improve our operational maturity in managed services.

Copier Dealers Association (Industry):

Fisher's belongs to CDA, the premier imaging industry best practices group. CDA meets three times per year for Principals and annually for Service Managers and CFOs. We benchmark our business and operational metrics against some of the most successful and innovative providers in the industry. Comparison and best practices sharing lead to significant improvement in Fisher's processes and financial health.

Fisher's CEO, Chris Taylor, is the past president of the CDA and continues to serve in leadership positions with the CDA.

Technician and Engineer Training (Industry):

Service technicians spend 8-10% of their working hours in training. Fisher's maintains a training and certification database on all service technicians and maintains a regular schedule of on-going training requirements.

Sales Team Training (Industry):

The Fisher's sales staff is required to participate in a minimum of two hours of product, industry, and software solutions training per month.

Cross Functional Breakfasts (Team Member):

Fisher's hosts monthly internal breakfasts with 6-10 employees from different departments. The topic of discussion is the end-to-end customer experience and ideas to improve and innovate on that experience. Cross functional participation enhances appreciation for differing challenges and interdepartmental communication.

Fisher's Playbook (Team Member):

Fisher's documents its standard operating procedures, or "Fisher's Plays," in a "Fisher's Playbook." These plays facilitate process improvement discussions and, ultimately, the communication of improvement changes.

8. DESCRIBE YOUR QUALITY CONTROL PROCEDURES FOR SERVICE CALL HANDLING.
Fisher's performs the following to monitor service quality:

- *Service ticket aging monitoring and communication (flags and procedures for open ticket aging that approaches maximum response time expectations)*

- *Ticket closure notifications to client, allowing for feedback on the resolution and the entire service experience*

- *Service Manager pairing—Periodic service call mentoring and cross training*

- *Quarterly and annual business reviews to collect client feedback on service quality and communication improvements*

- *Benchmarking with BEI (Business Equipment Information) and CDA (Copier Dealer Association) to*

compare with industry-leading quality metrics

9. WHAT PERFORMANCE MEASURES DO YOU USE TO MEASURE EMPLOYEE QUALITY?

Employee quality starts with Fisher's hiring process. Fisher's invests significantly in its hiring process, to ensure a match for our culture and our clients.

We hire for three critical attributes:
- *Can Do: Does the candidate have the skill set to be successful in their position*
- *Will Do: Does the candidate have a positive attitude and the mental capacity to apply their skill set to the job*
- *Team Fit: Does the candidate fit with Fisher's culture of "extremely happy customers' and adhere to Fisher's core values*

Once part of Fisher's team, employees receive quarterly performance reviews and a formalized annual review. Naturally, the categories for performance feedback are Can Do, Will Do, and Team Fit.

For positions that have quantifiable performance metrics (technicians, engineers, etc.) we regularly benchmark individual performance. Such metrics include First Call Effectiveness, Response Time, and Call-back Percentage.

10. HOW MANY EMPLOYEES IN YOUR FIRM ARE FIELD RELEVANT TECHNICIANS?
- *45 Imaging Technicians (Copier/MFP/Printer)*
- *3 System Engineers (relevant for Output Management and other supporting applications)*

11. DOES YOUR COMPANY PROVIDE CLIENT SATISFACTION SURVEYS? IF YES, PLEASE PROVIDE A SAMPLE.

Yes, Fisher's provides satisfaction surveys. These surveys are emailed after a service event and are optional. Please see attached samples of surveys that have been completed by Fisher's customers.

12. STATE YOUR COMPANY'S CURRENT VISION AND MISSION STATEMENTS.

As detailed in the Company Overview section of this response, our mission is to make our customers extremely happy with their office technology. We are a service organization and pride ourselves on the service experience we provide. **We are guided by our core values:**
- *Happy team members that are positive and have fun together*
- *Making our customers extremely happy*
- *Respecting others and trusting their good intent*
- *Passion for continuous improvement*

13. WHAT POLICIES AND PROCEDURES DO YOU HAVE IN PLACE TO PREVENT ANY CONFLICT OF INTEREST?
Below are excerpts from Fisher's Team Member Handbook, which is signed by all Fisher's employees:

Situations of actual or potential conflict of interest are to be avoided by all team members. A conflict of interest may exist when a team member's personal activities or financial affairs adversely influence a team member's judgment or performance of duties at Fisher's. An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member, or for a relative, as a result of Fisher's business dealings. Personal or romantic involvement with a competitor, supplier, fellow team members or co-worker of Fisher's, which impairs a team member's ability to exercise good judgment on behalf of Fisher's, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment and morale problems. A team member involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his/her immediate supervisor, or any other appropriate member of management, for a determination as to whether a potential or actual conflict exists. If a relationship develops during the course of employment, post-hire, this information should also be reported. If an actual or potential conflict is determined, the employer may take whatever corrective action appears appropriate according to the circumstances. Fisher's reserves the right to transfer either of the involved parties to another department or location. Failure to disclose facts may result in disciplinary action, including possible termination.

14. IS AN ACCOUNT MANAGER OR ESCALATION AVENUE PROVIDED FOR THE DURATION OF THE PROJECT AND THROUGH THE TERMS OF THE AGREEMENT?

A dedicated Account Manager is assigned to each of Fisher's clients, and each of our employees is empowered to do what is right for our clients. We further support transparency in business operations. Teresa Jorgensen is the assigned Account Manager for Hawley Troxell. If an Account Manager cannot successfully resolve issues, the contact information for our leadership team is provided to ensure quick and effective resolution.

- *Chris Taylor, CEO, Owner, ctaylor@fisherstech.com, c 208-484-5629*
- *Ty Grigsby, President, tgrigsby@fisherstech.com, o 208-333-3418*
- *Eric Strand, VP of Sales, Owner, estrand@fisherstech.com, c 208-230-1772*
- *JT Jones, CFO, Owner, jtjones@fisherstech.com, c 208-860-6502*
- *Teresa Jorgensen, National Account Manager, tjorgensen@fisherstech.com, c 208-401-6086*

15. DO YOU PERFORM QUARTERLY SERVICE REVIEWS WITH YOUR CLIENTS? WHAT TYPE OF DOCUMENTATION IS PRESENTED AT THESE REVIEWS? PLEASE PROVIDE SAMPLES OF THESE REPORTS.

Yes. Account reviews are a critical component of Fisher's business relationships. Typically account reviews are scheduled quarterly, but frequency can be modified to accommodate client needs. Please see Sample Account Review (Tab 8 – Notes and Sample Documents).

16. WHAT IMPLEMENTATION COSTS (IF ANY) ARE NOT CONSIDERED PART OF THE AGREEMENT?

All costs are included in the equipment and service pricing.

17. PROVIDE YOUR SUGGESTED IMPLEMENTATION TIMELINE AND THE PROCESS FOR IMPLEMENTATION.

The implementation schedule would be jointly developed and agreed upon. A project plan would be developed to document the schedule that is developed. Please see a sample of an install project plan included in Tab 8 – Notes & Sample Docs.

The following is Fisher's initial recommendation on a possible install plan:

- **Day One Install**
  - *Single copier in Boise, verify operability and connectivity.*
  - *Existing Ricoh unplugged and removed*
  - *Install printer in separate area*
  - *Remove existing Kyocera printer in affected area*

- **Day Two Install**
  - *Install all 10th floor copiers (2 copiers)*
  - *Install balance of printers in Boise (17 printers)*
  - *All existing equipment being replaced, removed*

- **Day Three Install**
  - *Install balance of copier replacements in Boise (9 copiers)*
  - *Removes existing equipment being replaced*
  - *Process existing equipment removed from Hawley Troxell,*
  - *HDD's removed*
  - *HDD's returned to HTEH*
  - *Equipment wrapped and prepped for shipping*

- **Day Four Install**
  - *Install equipment in Idaho Falls*
  - *Remove existing equipment being replaced*
  - *Process existing equipment removed (see above)*

- **Day Five Install**
  - *Install equipment in Pocatello & CDA*
  - *Remove existing equipment being replaced*
  - *Process existing equipment removed (see above)*

The installation process can be accelerated based on Hawley Troxell's ability to accommodate.

The delivery team consists of a delivery driver, technician, and system engineer. The delivery team rolls the equipment in to place. Then the delivery driver verifies source outlet for proper voltage, grounding, load, and polarity. The driver will install a power filter, plug in the network drops and fax lines, and attach finishers. The

driver will then power on the device for testing and network configuration. The technician and system engineer will work in tandem to test, calibrate and connect the device to the network. Customers can request Fisher's to complete network configuration, be available as consultants, or complete networking independently. In the event Fisher's is requested to complete networking, appropriate network access is required.

18. PROVIDE DETAIL TO SHOW THE TASKS YOU WILL PERFORM AND THE TASKS THE FIRM'S STAFF WILL NEED TO PERFORM.

> **FISHERS:**
> - *Deliver & remove existing equipment*
> - *Vacuum under and around the area of old device*
> - *Set-up, test power/drops*
> - *Test all copy/print functions*
> - *Customize standard configuration as requested*
> - *Configure equipment on the network*
> - *Load drivers*
> - *Set-up scan to email, scan to folder, configure LDAP and load address books*
> - *The technician will be available to answer questions and do basic device training prior to formal on-site training at a date and time requested*

> **Client:**
> - *Ensure proper power and network drops at each location*
> - *Complete network information*
> - *Provide IP information and credentials for scan to folder*
> - *Provide access to server to load drivers*
> - *Provide LDAP information*
> - *Provide address book download (if available)*

19. YOUR COMPANY MUST PROVIDE A MAINTENANCE CONTRACT THAT IS FIXED FOR THE TERM OF THE CONTRACT AND CANCELLABLE WITH A 60-DAYS' WRITTEN NOTICE. CAN YOUR COMPANY COMPLY?
Yes.

20. EXPLAIN WHAT IS TYPICALLY PROVIDED IN YOUR SUPPORT/MAINTENANCE AGREEMENTS. PLEASE PROVIDE A COPY OF YOUR MAINTENANCE AGREEMENT.
Fisher's Technology is responsible for supplying all repair parts, preventative maintenance kits, labor, and consumables except paper and staples. All parts and supplies for MFPs (copiers) are Original Equipment Manufacturer (OEM) parts and supplies. Toner cartridges for HP printers may be from high quality, non-OEM providers.

Service and supplies pricing is based on a cost per page model. Service billing is on machine volume usage and will be billed in arrears. As indicated above, this billing is inclusive of all labor, parts, and supplies.

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A copy of the Fisher's standard maintenance agreement and terms is included – Tab 8 – Notes & Sample Docs.

21. IS NETWORKING SUPPORT INCLUDED IN YOUR CONTRACT? PLEASE DESCRIBE.

A Fisher's system engineer will perform the initial installation of the equipment. The equipment can be pre-configured with IP addresses, host names, and preferred user interface settings. Our system engineers have extensive experience installing equipment in the legal industry. nQueue licensing is the responsibility of the client, but our experienced system engineers will enable the application on the copiers.

Beyond the initial installation, professional services are available for network support at an hourly rate. Support of third-party applications not sourced from Fisher's is out of scope for professional services.

22. DOES YOUR COMPANY PROVIDE CUSTOMIZED BILLING?

Yes, Fisher's provides customized billing for dozens of enterprise accounts and has a highly trained accounting team experienced at ensuring accounting billing. A sample of a custom invoice is included see Tab 8 – Notes & Sample Docs

23. DOES YOUR COMPANY HAVE A POLICY REGARDING THE SERVICE OF MISSION CRITICAL DEVICES? IF SO, WHAT IS THE GUARANTEED MISSION CRITICAL RESPONSE?

Yes. Fisher's standard definition of mission critical devices is equipment located in a copy center, or production equipment (85 pages per minute or faster). Fisher's guarantees an average response time of 2 hours for equipment placements falling into these categories. However, as a provider of professional services to a diverse customer base, we realize that there are times that equipment not profiled requires prioritized response. Users can always indicate specific needs or timeline requirements when submitting a service call. These notes are reviewed diligently by our Technical Assistance Center staff and prioritized when requested. Further, if there are scheduled critical events, specific response times can be defined within a master agreement. For example, CPAs require 2-hour response during tax season.

24. DESCRIBE THE CYCLE OF A SERVICE CALL FROM INITIATION OF CALL TO REPAIR OF EQUIPMENT AND REPORTING; INCLUDE INTERNAL AND EXTERNAL PROCESSES THAT MUST TAKE PLACE TO ACHIEVE BEST IN CLASS.

Fisher's standard service process is as follows:

1) *All service requests, whether submitted via online service portal, phone, or email are immediately logged in Fisher's ERP system (eAutomate).*

2) *Any SLA requirements associated with the equipment ID is automatically populated in the service ticket.*

3) *If customer profile accommodates, a Technical Assistance Center staff member may call the end user to see if the issue can be remedied remotely.*

4) *If a remote fix is not possible, a Technical Assistance Center staff assigns the call to a primary technician based on geographic area, availability, equipment proficiency, and SLA requirements.*

5) *The call is populated in the service technician's queue as soon as it is logged.*

a. All technicians have mobile devices with a portal to e-Auto Dispatch
b. All calls are received, closed, and parts are ordered via mobile devices
c. Client profiles, equipment history, parts availability, and knowledge base information can be viewed by the technician while on-site via mobile devices
d. If a technician determines they cannot meet an SLA, the technician notifies TAC, and the call is re-assigned

6) The TAC team is continuously monitoring all call logs and technicians service queues
    a. The TAC team can determine re-assignment of calls to ensure SLAs are met
    b. The TAC team can re-assign calls based on re-prioritization needs
    c. The TAC team can re-route techs to complete in-field parts transfer/exchanges of vehicle inventory

7) Once a service call has been assigned and confirmed by the service technician, the service technician calls the end user to communicate the expected arrival on-site (users can adjust copy/print jobs if needed)

8) Upon arrival, the service technician will review the reported problem with the end user (whenever possible)

9) After addressing the reported issue, the technician will go through the entire machine to determine if other preventative maintenance should be addressed while on site

10) The call is closed when the technician has resolved the issue and the machine has been tested and cleared of the problematic issue, and any preventative maintenance

11) The technician will review with the client the resolution steps taken, provide any required or requested training, and ask if there are any issues on other equipment in the environment

12) When departing, the technician will leave a "Fisher's was here" post-it with a brief description of the service. The technician will also leave some Fisher's mints in the area of the machine worked on

13) When the ticket is closed, an automatic communication is sent to the client indicating the ticket is closed and requesting feedback on the service event

Please see responses to Business Questions 8 and 9 for more details regarding other internal and external processes that are leveraged for best-in-class service.

25. THE SOLUTION MUST PROVIDE A VENDOR PENALTY IF SUPPORT IS NOT MAINTAINED ON A 4-HOUR RESPONSE TIME. WHAT VENDOR PENALTY WOULD YOUR COMPANY OFFER TO A FIRM OUR SIZE?
If Fisher's does not maintain a 4-hour response time, we will issue a 5% credit for the billing month of the machine where support was not compliant.

26. WHOSE RESPONSIBILITY IS IT TO REPLACE AN ASSET IF AN ASSET CANNOT BE FIXED? WILL THE VENDOR REPLACE IT WITH A LIKE-FOR-LIKE ASSET?

Fisher's provides a like-for-like guarantee for a period of 60 months on any equipment continually under maintenance with Fisher's. If any equipment fails to perform to manufacturers' specifications and has not been misused or damaged by the client, Fisher's will replace it with the same or current technology.

27. IF YOU ARE THE WINNING VENDOR, WILL YOU ENSURE ALL HARD DRIVES OF EQUIPMENT BEING REPLACED ARE WIPED OR APPROPRIATELY DISPOSED? WILL THIS DISPOSAL BE AT NO EXPENSE TO THE CLIENT?

Fisher's takes the responsibility of client data confidentiality very seriously and understands the extent of information that can be contained on the hard drives of the equipment we provide. It is Fisher's standard operating procedures to wipe and re-format the hard drives of any equipment being permanently removed from a customer environment. The HDD wiping and re-formatting is done at no additional cost to the customer. If a 3rd party certification of the HDD wipe is required, any fees are passed through to the client.

28. DO YOU OFFER AN ON-SITE INVENTORY OF EQUIPMENT (INCLUDING PARTS), TONER, ETC.? HOW IS THIS INVENTORY MONITORED?

Fisher's will provide an on-site stock of all user replaceable items. This will be monitored via our data collection software, KPAX.

29. HOW ARE THE SUPPLIES MAINTAINED TO ENSURE ADEQUATE SUPPLIES ARE AVAILABLE AND EQUIPMENT IS ALWAYS FUNCTIONAL?

Our data collection software, KPAX, will report meters and supply levels for all devices on a daily basis. Fisher's provides an initial back-up toner after installation. When a device registers a new toner, indicating that the back-up toner has been used and a replacement is needed, Fisher's sends a replacement toner.   This ensures the on-site inventory is maintained. As a professional service provider experienced in supporting clients in the legal industry, we acknowledge that business needs may sometimes require extra toner be available. Extra supplies can be ordered online at the Fisher's service and supply web portal.

30. WHAT TYPE OF SOFTWARE DO YOU RUN TO MAINTAIN METER READS, SUPPLY INFORMATION, ETC.?

Electronic monitoring of all networked devices is provided via KPAX. Please see response to Section 3.2 and KPAX security white paper included in Tab 8 – Notes & Sample Documents.

31. DETAIL ANY OTHER RELEVANT INFORMATION YOU FEEL WOULD BE IMPORTANT.
SECURITY

In environments where security is a concern, any network connected device represents risk. That is why Fisher's is dedicated to a strong security protocol regarding the devices under our management. The eight 'P's 'define our security strategy. Please see below for a discussion regarding security.

Fisher's Print Security Whitepaper

Cybercriminals attempt to find the weakest links in security to breach, gain access, and exploit. Printers are ac-

cessible to multiple users and have access to networks, devices, and the internet, making them a target for cyber-attacks. Yet many organizations overlook printers when they are assessing cyber threats to their business.

THERE ARE MANY REASONS FOR HACKERS TO ATTACK PRINTERS, WHICH INCLUDE:
• Accessing connected computers and networks for further security breaches.
• Accessing confidential information.
• Launching unauthorized print jobs.

Fisher's Technology therefore prioritizes cybersecurity in our client's print environments and implements our "Eight Ps" Print Security Standard for our clients to protect against these threats.

FISHER'S "EIGHT PS" PRINT SECURITY STANDARD

PORTS
Harden the devices specific to the client needs: Open minimal ports, turn off protocols, and disable unnecessary software packages. For those that remain open and active, communicate them with the client and explain why they are active.

PRE-CONFIGURATION
Pre-configure all devices with a standard security set at device setup. Confirm with clients prior to installation whether additional configurations are required.

PASSWORDS
Change manufacturer default passwords to client-specific passwords. Determine if the passwords require periodic changing.

PATCHES
Proactively apply security patches and communicate these updates with the client. Frequency, timing, and communications are client-specific details to confirm prior to installation.

PEOPLE

Regularly train and test Fisher's technicians on security practices, security processes, information sensitivity, HIPAA, and security associated with new hardware and software solutions. Always wear Fisher's-logo's clothing in client environments to identify as a legitimate technician guest.

PAPER

Minimize the risk of sensitive information sitting on devices for other people to access. Train clients on secure print or other solutions to allow print release when the appropriate person is at the device for sensitive information.

PURGE

Ensure printer device storage is scrubbed at the appropriate level for the client prior to removal from the environment. In some case this may include hard drive shredding and/or independent certification.

PRODUCT

Ensure the technology implemented is equipped with adequate security features. These may include secure overwrite, hard drive encryption standards, fax board security, etc.

CANON-SPECIFIC SECURITY

Canon has a dedicated team to continuously look for security threats. Most threats require only minor changes to firmware to combat, while others can require more substantial updates. Updates are applied in the following ways.

- Updates can be set to be automatically applied by Fisher's.
- Updates can be staged to the machine by Fisher's and then manually applied by a technician when onsite.
- Updates can be manually downloaded and installed by a technician at the device.
- Updates can be applied manually by a technician via USB.

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A rollback to a previous version can easily be done by a technician remotely or at the device using the built-in tools on the device.

Fisher's standard practice for Canon devices is to enable a feature called Content Delivery System (CDS). When enabled, devices will reach out to the CDS server at specified intervals (typically every two weeks) to look for any available updates. If an update is available it will download and install update at a specified off-peak time.

FUTURE CONSIDERATIONS

Output management is perhaps the fastest growing technology adoption and implementation in the print industry. Based on the hardware recommendations and the success in the legal industry, Fisher's recommends uniFLOW for future consideration.

The benefits and features that typically brings value in legal environments are:

EFFICIENT EXPENSE MANAGEMENT AND CHARGEBACK

uniFLOW allows legal institutions to allocate document costs to the correct client or matter number.
When sending a job to print, a pop-up screen can appear on the user's PC with an option to select what or to whom to charge the job to. A similar screen can also be displayed on the multifunctional device (MFD) control panel.

DECENTRALIZED DOCUMENT WORKFLOW

Law firms generate and receive a lot of paper which needs to be processed and archived. The automated scan workflows offered by uniFLOW can facilitate automatic detection of scanned document types and extraction of key data, online database validations and integration with (third party) back-office systems. Scanned documents can also be converted into a searchable (OCR) format.

IMPLEMENT PRINT AND COPY STRATEGIES TO MANAGE COSTS

The IT administrator can track costs and generate analytical reports to identify inefficient printing practices. Device and network settings can be adapted to limit more costly print operations to engender responsible printing habits.

AUTOMATED TEXT RECOGNITION

With uniFLOW scanned documents can easily be converted into PDF or Office documents so lawyers and employees can work on them immediately which promotes increased productivity.

COST SAVINGS THROUGH PREDEFINED JOB SETTINGS

Administrators can specify in what form documents are printed e.g. emails are always printed in black

and white and large jobs double-sided. This leads to direct cost savings by reducing paper and toner consumption.

FUNCTION LEVEL ACCESS CONTROL

Restrict the device functions according to users' level of security clearance e.g. guests can print jobs submitted from their mobile devices but they cannot copy or scan.

CHARGEBACK TO CLIENTS OR PROJECTS

uniFLOW allows each print or scan job to be assigned to a specific client or matter number. This brings about a more transparent cost structure for clients and simpler cost control.

DEVICE-INDEPENDENT MOBILE PRINTING

uniFLOW offers a wide range of supported devices for mobile print e.g. laptops, tablets or smartphones which gives lawyers and employees the flexibility to work on the device of their choice.

STREAMLINED DOCUMENT DISTRIBUTION

The automated scan workflows allow users to choose from a wide ranges of different scan destinations e.g. scan to folder, email, iManage Work, Hyland Onbase®, RightFax, LexisNexis Affinity™, DMS4Legal, and Onedrive, resulting in increased efficiency and optimized business processes.

PRINT FROM ANYWHERE

Lawyers and employees can submit print jobs from any location via their smartphones, tablets or desktop PCs by email, Apple AirPrint, web browser, internet printer driver, uniFLOW app which brings about increased productivity.

ENVIRONMENTALLY RESPONSIBLE

With uniFLOW the total volume of print output can be significantly reduced which improves the environmental impact of an organization and saves valuable resources. This can be illustrated in reports to achieve sustainability goals.

SAMPLES

ATTACHMENTS

CUSTOMER SURVEYS

HIPAA TRAINING + COMPLIANCE

RISK/SECURITY ASSESMENT

ACCOUNT REVIEW

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PROJECT TIMELINE

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MAINTENANCE AGREEMENT

KPAX SECURITY WHITE PAPERS

CUSTOM INVOICE

UNIFLOW BROCHURE