



CCP Solutions, LLC

Company Overview



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I. Introduction to CCP Solutions

Founded in 1974 as Continental Copy Products, Ltd. and headquartered in Brooklyn, New York, Continental early on became a pioneer in the coin-operated copier service industry. Continental has provided vended copier solutions for thousands of public and municipal institutions and continues to provide today's most innovative solutions for this important vertical market. The company has multiple sales and administrative offices throughout the United States and services a multitude of customer locations.

In 2003, Continental Copy Products, Ltd unveiled CCP Solutions, LLC as its premier commercial equipment and service provider, catering to a plethora of industrial platforms and corporate institutions. CCP Solutions, LLC provides "Print Imaging Green Solutions" that Reduce costs, Maximize equipment function, and empower our clients. By working with partners like Kyocera-Mita, CCP Solutions provides our clients with the highest level of service, lowest cost of ownership, and least environmental impact in the document management industry.

Since inception, CCP has quickly matured into one of the largest document management providers on the east coast. As the fastest growing independent Kyocera Copystar office equipment dealer in the United States, CCP is dedicated to supplying customers with industry-leading digital copiers, printers, and Document Scanning Solutions as well as network and software solutions. Since early 2009, CCP has also become the exclusive dealer for iVINA BookScanStations in the Northeast region, thus offering the most versatile and modern scanning solutions available on the market today.



II. Composition

Cohesive with our philosophy, CCP has gone to extraordinary lengths in order to become the worlds first all in-house document solutions provider and truly corner the marketplace. Today, we have devised a multifaceted business model consisting of a vended solutions platform, commercial operation, and an outsourcing facility that caters to a multitude of industry needs across the board.

As a privately owned organization, we have exposed many industry flaws and counteracted the market misconceptions that still present themselves daily. In comparison to most conglomerates and publically traded organizations, we have implemented certain tactics to minimize business operating costs and reduce client expenditures. CCP at present owns multiple warehouses and storage facilities as well as our own trucking platform to support equipment transportation to and from customer locations. Additionally, we have facilitated a training program for each of our Kyocera certified technicians, providing the resources and wherewithal to support our customers worldwide.

By simply alleviating many of these pricey platforms within the chain of distribution and service, we have progressed further than any institution in creating the industries first all in-house document management equipment and service Collectively; these modest efforts have created very cost effective programs which help CCP and it's clients avoid incurring the tremendous outsourcing dollars associated within our industry.



III. Service and Support

Our Service Agreements are comprehensive and written in plain English as to provide comfortability and establish superior communication from the very beginning. CCP's all inclusive Service & Supplies Agreement is charged on an actual usage basis with no monthly minimum or quarterly minimum billing requirements.

Our preventative maintenance program works with routine scheduled service calls and consistent customer service follow ups. Our representatives and account executives are trained to document and clearly identify machine usage and output over the life of your contract. We schedule an appointment in advance with your dedicated technician, to perform service proactively at the proper interval. Most copier servicing involves cleaning, adjusting and replacing parts and our numerical analyses will enable us to replace parts as they wear, prior to unit failure.

Prior to delivery, our account representatives complete a full site survey to ensure that minimal inconvenience/down time is caused at the time of installation. One of our certified technicians will install and set up all systems and provide operator training on-site. We make ongoing operator training available upon customer request. Our technical staff are not only highly qualified trained photocopier engineers but also carry a full stock of spare parts to ensure that the necessary repairs to virtually every fault is rectified. CCP Solutions' policy is to use genuine new parts and consumables as opposed to cheaper or used alternatives that may be less reliable. CCP Solutions guarantees response to all service calls within 4 working hours (the average response time is 2.5 hours).

The high standards we set for our technical service representatives allow us to provide the prompt, knowledgeable service our customers rely on. CCP Solutions also offers product training to customers to ensure that they're comfortable using the equipment and can optimize use of the technology at their fingertips. We've built our reputation on the belief that personal, one-to-one service is the way to help businesses reach peak efficiency, productivity and satisfaction. Just wait till you see what we can do for your business!



IV. Why Kyocera?

Society is always changing, and often society presents unforeseen variables that interfere with enterprise operations. In order to respond rapidly to changes in the sociological environment, and create solutions to problems quickly, it is especially important for enterprise management to be conducted through clear decision making and the speedy relay of information.

There is a great diversification occurring in office document-related types of work. In January 2009, we launched a new brand of multifunctional products under the name of "TASKalfa" in order to meet the needs of diversified document work. TASKalfa uses hardware based on our ECOSYS long-life technology that reduces burden on the environment, as well as software that offers the best solutions for increasing office efficiency. Through this innovation, we are able to offer customers the most beneficial document environment possible. Our goal is not simply to make the products more functional, but also to provide the kind of problem solving capabilities required by our customers. We chose "TASK" (meaning for business), and "alfa" (meaning the most useful) to be the name of this new brand to reflect this thinking. TASKalfa will provide products and services beneficial to the customer by providing multifunctional products that support enterprise management.

The technology that forms the core of ECOSYS is the amorphous silicon drum. Kyocera Mita was the first to utilize this drum in small business printers in place of the OPC drum type that had been used in printers and copiers up until that time. Compared to the OPC drum, which consumes surface resin at a fast pace, the hardness of amorphous silicon drums allow a lifespan 30 to 50 times longer. OPC drums require changing after 30,000 to 50,000 printed pages, whereas the amorphous silicon drum does not require changing until 300,000 to 500,000 pages of print. Because it is a "toner only" design it greatly reduces the effort and time required in the business world for changing parts. However, at that time amorphous silicon drums were only for large-format machines, and in making their use available for small-format business printers several issues had to be addressed.



The development project was able to resolve these numerous issues and achieve commercialization of the product. What kept the project in high spirits were the decisive words of the management team: "The environment will become an important consideration from now on".

We want to provide our unique, superlative technology as was used in the amorphous silicon drum to as many people as possible in the form of our products. This line of thinking was connected to the release of the First ECOSYS Printer.

Through our printer brand "ECOSYS" and our multifunctional product brand "TASKalfa", we have achieved a position that will allow us to provide customers with the best design for document environment problem resolutions, regardless of the office type. By following our philosophy of putting the customer first, it goes without saying that Kyocera Mita puts a great effort into being a good partner and always pleasing our customers.

Engaging in the production of goods necessitates the use of energy. At every plant, we have minimized energy consumption, reduced CO₂ output, and worked to give maximum consideration to the environment. Our efforts are not limited to simply turning off the office lights at lunch time and relaxing dress rules during the summertime, but also proactive efforts such as power generation with wall-mounted solar panels (Hirakata Plant). Another innovative process we have developed is to use electricity to freeze water overnight and minimize its waste materials in order to avoid releasing waste water from our plant. We then reuse the remaining cold water to air condition the plant. These are all enterprise activities conducted as part of our great responsibility to society. Through the production of goods, every person at Kyocera Mita will continue to give consideration toward low-energy consumption solutions and the environment.



VI. Opportunity & Partnerships

Today, CCP Solutions directly employs and contracts in excess of 250 technicians, sales executives, and administrative staff. As a company founded on cultivating business relationships and creating jobs, we offer not only in-house employment opportunities but have recently incorporated out-of-state & country technical training and sales programs as an offering to those who depict the motivation to expand with CCP. Alongside the plethora of businesses we partner with, our doors are open daily to any and all companies looking to utilize our platform with no biases to shape, size or industry sector.

Given the adversities and challenges in today's economy, we are proud to present an offering to nearly any individual and/or business regardless of the underlying credentials. As a knowledgeable and versatile business with years of experience, we remain steadfast and committed to providing our full support given any prospective environment. Our ability to adapt, mold, and cater to any situation are some of the rare qualities that make CCP one of today's most progressive industry leaders. Everyone, everywhere, and at anytime is a viable candidate for partnership and we are devoted to making every association a fruitful and prosperous one.

