



Sobotec Ltd.

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Our office is a new customer of Advanced Office Solutions/Xerox Canada Ltd. Throughout the past few months we have been provided with excellent advice and service.

Our current account representative is Mark Hirte. Mark has fulfilled his role and has also brought his own experience and style to the table. We have an excellent relationship with him and AOS in general.

We currently have one color and four large black and white Xerox multifunction printers that have image scanning and print capabilities built in to them. We depend on these machines on a daily basis and can't afford to have it down. They have been very reliable which given the volumes of copies, prints and scans we do, speaks to the quality and durability of Xerox equipment. We could have had cheaper machines from other companies that are usually designed for "smaller" offices but I don't think we would have received the dependability and service from them that we have from Xerox and the AOS team.

Having said this, any machine or component will fail eventually and this is when the combination of Xerox and Advanced Office Solutions shines. The service technicians know the machines and respond promptly. It is usually resolved the same day and if not it is certainly the next day or over the telephone.

Mark Hirte and everyone at AOS have given us excellent advice and service and have always delivered on what they promise.

I am confident that should you give them an opportunity to review your needs that you will be as pleased as we have been.

Sincerely,



Dragan Mandic
IT Manager

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