

One Small Firm Discovers that the Grass is Greener at FP

Small and mid-sized firms rarely seem to look at the mailroom when considering cost-control strategies. But Jane Stillwater, office manager for a small California Bay Area law firm, recently saved her office a small fortune by reevaluating the firm's mailing systems contract. Better still, she discovered improved mail system functionality and customer service in the switch to FP.

“Over the course of the nineties, we'd leased two different mailing systems from a nationally known postage meter manufacturer and didn't give much thought to the competition,” she said. “When we first started with that manufacturer everything was okay. But then, after upgrading to a new machine in 1995, I had the hardest time tracking down the right sales rep when the equipment broke down. It seemed the organization's staffing turnover left us in the lurch as far as service was concerned.”

Stillwater's dissatisfaction with the second meter—combined with the steady decline in customer service—prompted her to consider a change at the end of the service contract. That decision was cemented when she uncovered a billing error that had cost her firm hundreds of dollars over the course of four years.

“I remember receiving a scale in 1994 that I never ordered, so I notified the sales rep but he never bothered to pick it up,” she said. “So that scale sat gathering dust on our shelves while we were being billed \$40 every quarter—something I would have noticed if their statements hadn't been so hard to read!”

Stillwater was outraged at the company's lack of response. “You'd think they'd say sorry, we goofed, we'll come pick up the scale and issue a credit,” she said. “But it was like pulling teeth to find someone with the authority to correct the problem. It was clear I had to find another manufacturer.”

Stillwater began investigating other mailing systems and was disappointed in her options—until the firm's bookkeeper asked if she'd heard of FP Mailing Solutions. FP is quickly emerging as the leading alternative mailing systems provider for small and mid-sized businesses. Its reputation for unmatched engineering, technological innovation, and customer service has made FP a leader in mailing systems worldwide.

“First, I was impressed by the FP dealer, American Business Machines in San Francisco,” Stillwater said. “Of the three other mailing systems we considered, our FP rep was the only one who treated us with priority despite the small size of our firm. Then, FP's systems proved to be the most cost-effective—delivering at least a 30 percent reduction over the cost of the old equipment.”

Best of all, Stillwater has come to appreciate the reliability of her FP T-1000 mailing system—not to mention her dealer's excellent customer service. “It's a better machine that's easier to use and more electronic—and the LED display is more informative,” she said. “After more than a year and a half of usage, we experienced only one problem. We had a defective tape cartridge, so American Business Machines immediately sent over two replacement cartridges to be absolutely sure the system was back on track that day. The priority treatment didn't end when we signed the contract!”

Even though it took dozens of phone calls for Stillwater to get the original manufacturer to pick up the equipment and stop billing her—four months after the contract terminated—she has found the change to FP well worth the effort. “It may be easier to stick with the status quo, but there's nothing as satisfying as discovering better office equipment, better service and lower costs,” Stillwater said.

With U. S. headquarters in Addison, IL, Francotyp-Postalia (FP Mailing Solutions) is a world-class mailroom solutions provider, meeting the needs of small, mid-sized and large organizations. FP is known for its technologically advanced equipment, superior customer service and excellent pricing. For more information, visit www.fp-usa.com.