

# Real**Solutions.**

Digital. Color. **Solutions.** Sales and Service.

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**For more  
information, call or  
visit our website.**

**866.652.0082**

[www.impactnetworking.com](http://www.impactnetworking.com)

## iManager Empowers You!

OMD **iManager** is an internet-based software program that allows and empowers you to more efficiently *manage equipment assets* and *interact with Impact Networking*. **iManager** is organized in a simple, user-friendly way, yet it is a tremendously powerful tool.

From Impact's OMD database, **iManager** gathers key information about all the business equipment that Impact has provided to you. It then displays this information where you can easily access it—on the internet. With this innovative product, Impact hosts a series of web sites dedicated to each of our customers.

You will be able to access Impact's home page through any internet connection. There you can click the **iManager** link from our home page, and a login page will appear where you will be asked to provide your user ID and password. This will allow you to get into your organization's own secure **iManager** site.

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## You Know Your Office Needs A Color MFP When...

... your local print shop is your highest external expense; an in-house color MFP or copier can reduce these costs by up to 60%.

... you expect to grab and hold people's attention- retention increases by as much as 75% by using color.

... you have an increased need for marketing collateral (brochures, data sheets, etc.) that is updated frequently for events and customer communications.

... you often need color printed materials in a hurry; having a color MFP in-house enables on-demand printing, cutting turnaround time by 50%.

... you want the power to make last-minute revisions to your color documents.

... you find out adding color to your invoices can increase payment response by 30%.

Color is more affordable than ever, and productivity is dramatically improved with a greater range of finishing options, as well as features and performance equivalent to black-and-white devices. Contact your Impact salesperson to learn how our highly productive, highly affordable color products can help your business.

## Service on the go!

Impact has recently taken a technological leap to improve service response time to you. *Service on the go* provides wireless service dispatch and management to your field service technicians. *Service on the go* provides real time information and updates for the technicians. He or she has easy access to customers anytime and anywhere by utilizing a wireless device. They also have the ability to update, add, and view all necessary information to complete your service call.

*Service on the go* allows your technician to view a list of calls that have been automatically queued. They can select a call from the queue without contacting anyone in the dispatch center, saving time. Service histories can be reviewed on the spot, confirming part replacement history. Car stocks and the company warehouse can be checked to locate available parts. Data entry can be eliminated, by scanning bar codes, parts, and equipment ID's.

*Service on the go* helps your technician to see, in real time, how he or she can provide the best service, in the quickest time possible! ■



## Featured Employee: Larry Lee Bahr Jr.

**Job Title/Position:** Wide Format Specialist

**Length of time with impact:** 5 months

**Favorite part of job:** Variety of Responsibilities

**Most memorable impact customer experience:**

When quoting a current customer on a KIP SP6004 and SP7004 to replace his current equipment, He asked me to make the decision for him. It felt good knowing that he valued my opinion.



## Document management and the copier

Technology has been moving fast with office equipment—from analog to digital, black and white to color, standalone to networks, and now, document storage to document management. And technology advancements are not only affecting the equipment Impact sells, but also the offices that use our equipment.

Impact employs software to handle service calls and parts inventory. Major changes are taking place with the software that enables copiers to do more; scan, print, send and receive faxes, e-mail, etc.

Businesses are getting serious about information control because of recent legislation, such as Sarbanes-Oxley and HIPAA.

Customer service is also a key driver in being able to provide information quickly and accurately. All Impact salespeople are CDIA+ certified (Certified Document Imaging Architect). Your salesperson has the credentials to help you become compliant.

All of this technology requires Impact to know each customer's internal operation, not only as far as copying and printing are concerned, but the customer's entire document/communications systems.

Impact salespeople understand how their solutions work with your equipment and your document-handling and -storage systems. Give your salesperson a call today, and ask how a Document Workflow Study can help at your location. ■

## Effective September 5, 2006

*The lawsuit between Image Systems and Impact Networking/Harold Fox is over!*

Impact Networking, Harold and Impact's employees can now offer Image Solutions' accounts (Harold was President of Image Solutions for over 32 years and has joined Impact Networking) support of Document Management Solutions including authorized Kyocera Mita (Mita) Sales, Service.

Impact Networking employees and I will be contacting Image Solutions accounts shortly regarding various options available. Impact Networking is the largest Authorized Kyocera Mita Dealer in the Midwest and I am very pleased to be part of this group of professionals.

Sincerely,

Harold Fox  
847.473.7154  
708.436.4595 mobile

Frank Cucco  
President  
Impact Networking



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## iManager Empowers You!

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### **iManager specifically gives you, our customer:**

- Immediate, real-time access to your entire inventory.
- Quick access to in-depth detail on any specific unit—including valuable information on usage and service history.
- The ability to view your invoices online.
- Ready-access to expense information—how much your organization is spending on business equipment.
- The ability to send meter reads, request service, and order products and supplies simply by clicking a button.

We hope this introduction to **iManager** has given you some insight into Impact Networking's never ending quest to provide the best possible customer service.

We invite you to contact your Sales Consultant for a demonstration of this powerful tool. ■