

The Tek-NiqueInk Difference

What sets Tek-NiqueInk's program apart from other print management programs?

Most companies focus on only managing print devices until they break. Their goal is to do the minimum service necessary while trying to convince a client that it is time to retire the equipment and replace it with newer technology. Under this scenario, you are paying for protective services that are never delivered. These companies are focused on replacing equipment as quickly as possible. We, on the other hand, are focused on providing an aggressive preventative maintenance program designed to extend printer life for as long as possible.

Is the main goal of a Tek-NiqueInk Cost Management Program to change out toner and fix broken printers?

The underlining agenda of our Cost Management Program is to reduce operating overhead by improving operational efficiencies. This is accomplished by reducing IT involvement in managing and troubleshooting print related issues. Additionally, we work to reduce end-user downtime, eliminate inventory-carrying costs, eliminate delivery costs and streamline transaction and administrative expenditures.

Why does Tek-NiqueInk place so much focus on preventative maintenance?

Our goal is to create less end-user downtime, to reduce IT interaction for print issues, create greater print quality, and to extend device life. This can only be accomplished by providing a program of comprehensive Cost Management. Since Tek-NiqueInk is responsible for keeping your equipment running through the term of the agreement, it is to our benefit as well as yours, that we take every precaution to maintain and lower the long-term cost of repairs. This can only be accomplished by effective PM services.

Do all Cost Management companies use original equipment parts for repairs?

No. They do not. Many companies use "short-cuts" to lower their costs. They take more of a gambling approach to Print Management and use cost-per-page as more of a billing mechanism for a traditional program. We do not cut corners. Our program is designed for maximum throughput and print device longevity. Companies that use substandard parts cannot accomplish this. That short-sighted view of managing print detracts from the real benefits of a properly implemented and maintained cost management program.

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