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RE: Recommendation for Print Audit

Like many other banking institutions, our company has critical needs for tracking, analyzing and recovering printing and copying costs. Historically, we have used Equitrac's suite of products to fulfill our needs. While their solutions have been somewhat satisfactory, we have had many issues with operational irregularities, data loss, and worst of all, accountability and quality of customer support. With the completion of our recent company-wide OS upgrade projects, we found that the Equitrac product we have traditionally used would no longer be compatible with our systems. Faced with the need to upgrade our print tracking software, we contacted Equitrac to enquire about their newer solutions. While their sales representative was accommodating, I immediately found their new pricing and licensing structure to be quite dissatisfying. In addition, their installation procedures seemed to be quite inflexible. As a technology manager who seeks to maintain as much control as possible over company systems, I could not justify Equitrac as a suitable and cost-effective choice.

Upon researching Print Audit, I contacted their sales department, who were not only helpful, but very capable and quick to respond. Their product pricing is very reasonable, but most importantly I found Print Audit's program structure to be simple and effective. Any initial installation troubles were quickly remedied by their support group, and operation of the software has been problem-free ever since. My sole comment about the suite's shortcomings fall upon Print Audit 4's lack of reporting customization capabilities. However, I am told this has been addressed in Print Audit 5, which is now their current software standard.

Overall, I have nothing but high recommendations of Print Audit. As long as Print Audit's ideology, sales structure, and program design continue on their current track, remaining distinct from those of Equitrac, I do not see how I will steer my company away from being one of their happy customers.

Lewis Lin, Senior IT/MIS Administrator

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Date: October 26, 2004
To: Print Audit
From: Debbie Stojkovic
Elgin Community Futures Development Corporation
633-7597 Ext 31

I just want to let you know that your Print Audit software is the best software I have seen on the market. Print Audit software has provided Elgin CFDC with a cost effective and user friendly solution to track our printing costs from any user - to any location – from any printer and so much more.

Our old photocopier allowed us to track print jobs by designating user codes associated with each project but this was not a true picture of what the actual costs of printing were because staff was also printing from their desktop computers and printers. As Elgin CFDC is a non-profit corporation we could not afford to absorb the “untrackable” costs associated with billable projects. When we negotiated the lease of our new photocopier we insisted on better tracking software than what we were using. They did some research and this is when we were introduced to Print Audit. The software accommodated all our needs and more. Not only can we track any print job from any location by any user it also allows us to track cost per print associated with the printers that are being used. For example a colour printer costs more per copy than a black & white. Another excellent feature of print audit that makes it stand apart from other software is that it prompts each print job to enter a project #. This was extremely important for our organization because without the prompt the users would not use the tracker. Our old software did not have the ability to prompt and it was too complicated and time consuming to track from your desktop that the software was not being used.

As the Accounts Manager I extremely like the many reports that the software generates for billing.

Thank you Print Audit for making my job so much easier!