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Official Office Technology
Company of the Buffalo Sabres

WINTER 2023



CFBT BECOMES OFFICIAL OFFICE TECHNOLOGY COMPANY OF UNIVERSITY AT BUFFALO ATHLETICS

Partnership expands speciality to athletic operations

Buffalo, NY - 2023 started with a slam dunk for Copier Fax Business Technologies' work in athletic operations. Last month, it was announced that they became the Official Office Technology Company of the University at Buffalo Athletics.

The partnership is in addition to the numerous other sports complexes they partner with, including being the Official Office Technology Company of the Buffalo Sabres, partnerships with the Harbor Center, and several sports complexes throughout Buffalo and Rochester, NY.

The partnership with the University at Buffalo Athletics will include all operations of the University athletic program, including facilities used by the thousands of University at Buffalo students and staff, and programs ranging from intramurals to the Division 1 programs.



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NEWSLETTER HIGHLIGHTS

UB Athletics Partnership

DocuWare Customer Service
Champion Award

15 Years of Pro-Tech

Understanding Managed IT

Meet James Baranetsky

CFBT RECEIVES 2023 CUSTOMER SERVICE CHAMPION AWARD



DocuWare has recognized Copier Fax Business Technologies as a 2023 Customer Service Champion.

This award has been honored to CFBT for the second consecutive year.

The Customer Service Champion Award has been awarded to partners who have provided their customers with top service in DocuWare support.

The award showcases CFBT's ongoing commitment to helping customers shift into a digital environment when it comes to everyday internal processes, such as Accounts Payable, Accounts Receivable, Human Resources, and more.

With over 800 DocuWare providers throughout the world, CFBT was one of only 15 other partners to be recognized by the company.

DocuWare is a global provider of document management software. CFBT has been a DocuWare provider for over ten years and has received numerous recognitions from the company, including multiple years as a Diamond Club provider.

SERVICE TEAM NAMED PRO-TECH PROVIDERS FOR 15 CONSECUTIVE YEARS

They did it again...15 times to be exact! Copier Fax Business Technologies' Service Department has been named Pro-Tech certified for the fifteenth consecutive year. Very few companies in the United States have achieved this level of recognition, especially for this number of consecutive years.

Konica Minolta exhaustively evaluates dealers to find those with the very highest level of technical expertise, personalized service and customer satisfaction. Because we offer quality Konica Minolta equipment, we have the benefit of giving the people of Buffalo and Rochester, NY a superior product.



UNDERSTANDING MANAGED IT SERVICES

A story about Tom, and his IT adventures



Meet Tom. Tom owns a manufacturing company that employs fifty people. Most of Tom's processes are automated, and his company's profitability is tied to his ability to keep his operations running efficiently. Tom's heavy dependence upon technology leaves him little tolerance for unplanned downtime.

Tom's problem is that either he or his tech-savvy employee has to take time out of an already busy day to do regular IT maintenance and upgrades. Tom or his employees working on IT projects means time away from doing what they do best...their actual job!



Tom has other worries - such as ransomware, concerns that his employees might fall for phishing scams, and cyber security.



What should Tom do?

Tom decides to hire Copier Fax Business Technologies' Managed IT services. Managed IT services is an efficient, outsourced IT support model that encompasses services like IT maintenance, monitoring, security, and overall management!

What does Tom get with Managed IT Services?

Tom received a tailored IT services package uniquely made for his business's specific needs.

This included:

- NETWORK MANAGEMENT
- CYBERSECURITY MANAGEMENT
- DEVICE MANAGEMENT
- DATA PROTECTION
- DATA BACKUP AND RECOVERY
- BUSINESS CONTINUITY
- CONSULTING
- CLOUD CONSULTING
- CLOUD SECURITY
- MOBILE DEVICE MANAGEMENT

How's Tom's business today?

Tom's Managed IT services have been a cost-effective, outsourced method of proactively managing, maintaining, and securing his IT resources and in turn, his data and workflow. This IT support model benefits Tom because it provides his business with robust protocols against unplanned downtime and cyber threats and a predictable and easily budgeted monthly IT support expense.

MANAGED IT COST STRUCTURE

Managed IT is a customized way of giving your organization the exact services and service level you require. Because of this level of customization, a standard cost structure can't be outlined in a blog post. However, it is important for you to know how various MSPs approach pricing their services.

THE "PER SEAT" MODEL

Some MSPs take the number of employees using computers and calculate their pricing based on all the services needed to keep each employee's technology functioning at optimal levels.

THE "PER DEVICE" MODEL

Because employees are often interacting with both computers and mobile devices throughout the day, some MSPs price according to the devices at play within a client's IT environment.

THE "HOLISTIC" MODEL

The entire scope of the organization's IT footprint, including cloud usage, current network needs, cybersecurity risk, and short-term growth objectives of the business is covered under this model.

MEET JAMES BARANETSKY, CFBT MANAGED IT SPECIALIST



James Baranetsky, IT Services Executive

CFBT is pleased to announce the hiring of James Baranetsky as an IT Services Executive. James has been a dedicated Business Development manager with over 20 years in the Medical and IT industry.

A proficient executive who can effectively adapt and successfully manage in multiple environments. He has a bachelor's degree in Business and Economics from Buffalo State University. He has specialized directly and indirectly in IT services and medical products for the medical market.

James has experience in selling multiple lines of communication devices and monitoring devices throughout the southeast and worked as a National Account Executive throughout the United States and Canada.

James is looking forward to applying his strong skillset and knowledge in IT services to help CFBT customers improve workflow, productivity and efficiency.

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PRIZE PACK INCLUDES:

- Two tickets to a Buffalo Sabres Home game of your choice*
- One Parking Pass
- \$100 Visa Gift Card
- Buffalo Sabres Autographed Jersey

* pending availability

Simply visit CopierFaxBT.com/Survey and answer our one-minute survey to enter for your chance to win!