

*For all your  
Direct Mail and  
Transactional  
Mailing  
requirements*





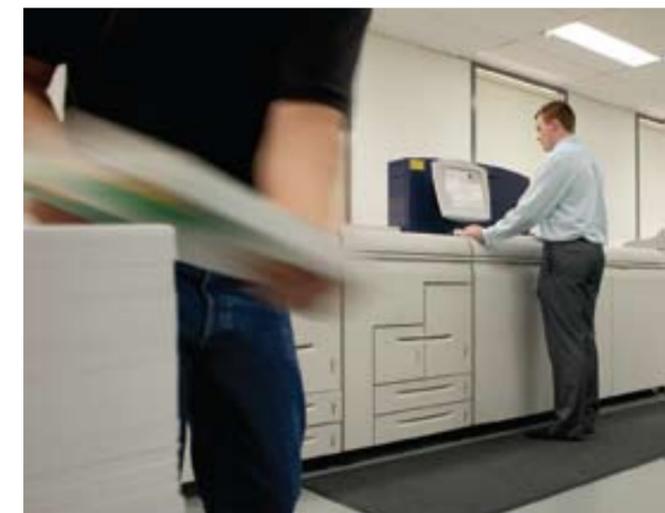
## IMS – A MAILING HOUSE BUILT ON STRONG FOUNDATIONS

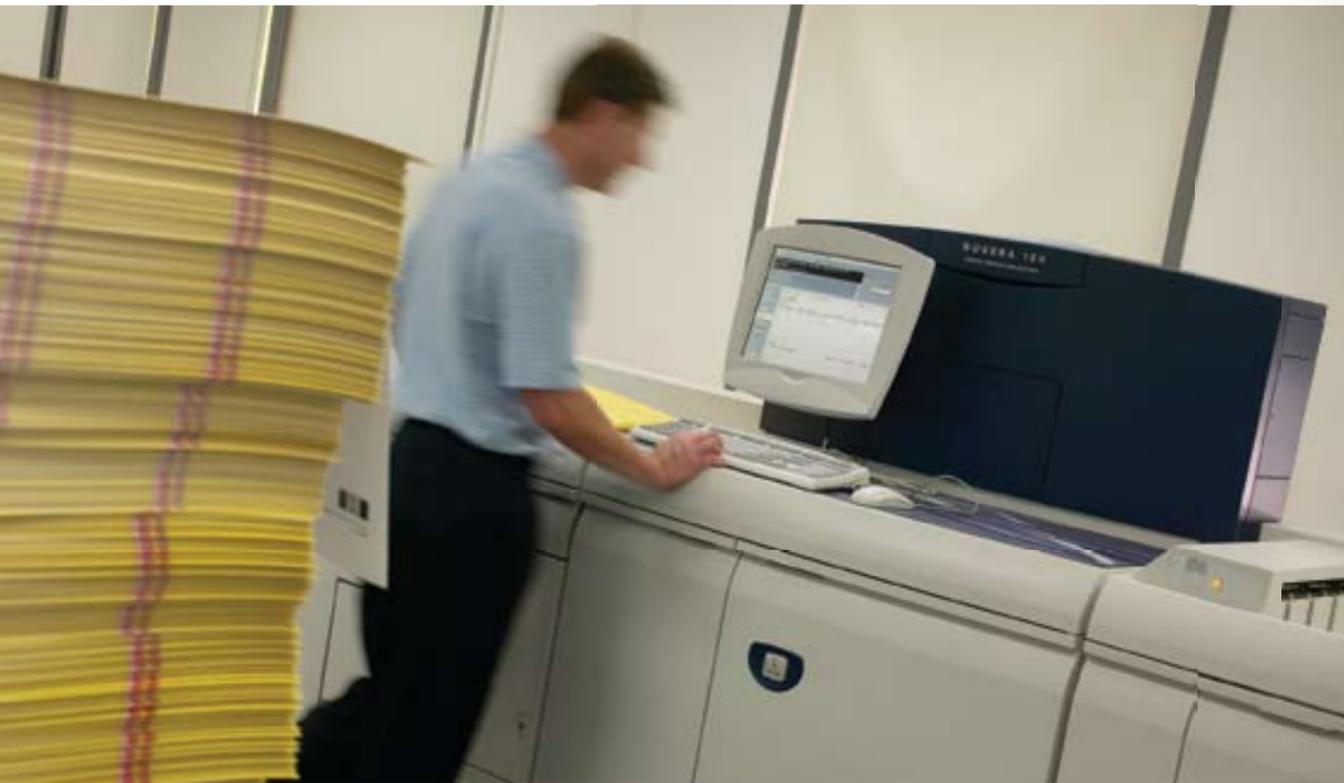
Integrated Mailing Services (IMS) is not your run of the mill mailing house. That's because we like to work closely with our clients as business partners rather than simply customers. It's something we've been doing since 1992, the year Managing Director Buzz Borsitzky created the company. So no matter how large or how small your database, if you want to communicate with your clients or potential clients, IMS can offer a complete mail house facility with a distinctive personal touch. It's the very foundation which has contributed to our on-going success and seen us satisfy many clients over time.

## OUR MISSION

*"To develop and provide professional services which help our clients communicate effectively with their clients."*

*"Efficient and effective processes will help us achieve an environment for client and employee satisfaction."*





## RESOURCES ON HAND, TO WORK HAND IN HAND

It's no secret that our commitment to customer service sorts us out from regular mailing houses. And it's the quality of the resources surrounding us which help us deliver such a personalised result.

Like our committed and experienced staff members who are dedicated to providing you with the best bulk mailing facilities available. In fact, when you work with IMS, a dedicated Account Manager will assist you hand in hand from the beginning to the end of each project. And because we have no dominant hierarchy, other members of management are just a phone call away.

## THE VERY LATEST MAIL PROCESSING FACILITIES

At IMS, we only use the very latest computer hardware and software to ensure we remain ahead of the pack. We wouldn't have it any other way.

We also set the pace in regard to our mail processing equipment, which consists of the most advanced technology the world has to offer. It folds, inserts and processes your mail in the most efficient way possible.

It's a result of our on-going investment into Research and Development and has seen us utilise the most efficient addressing systems and high speed plastic wrap machinery. And of course, we operate the very latest cut-sheet high speed laser imaging equipment including the very latest full colour variable Xerox laser imaging equipment for use in your personalised Direct Mailing campaigns.

IMS is also equipped to provide Membership and loyalty cards to support your campaigns.

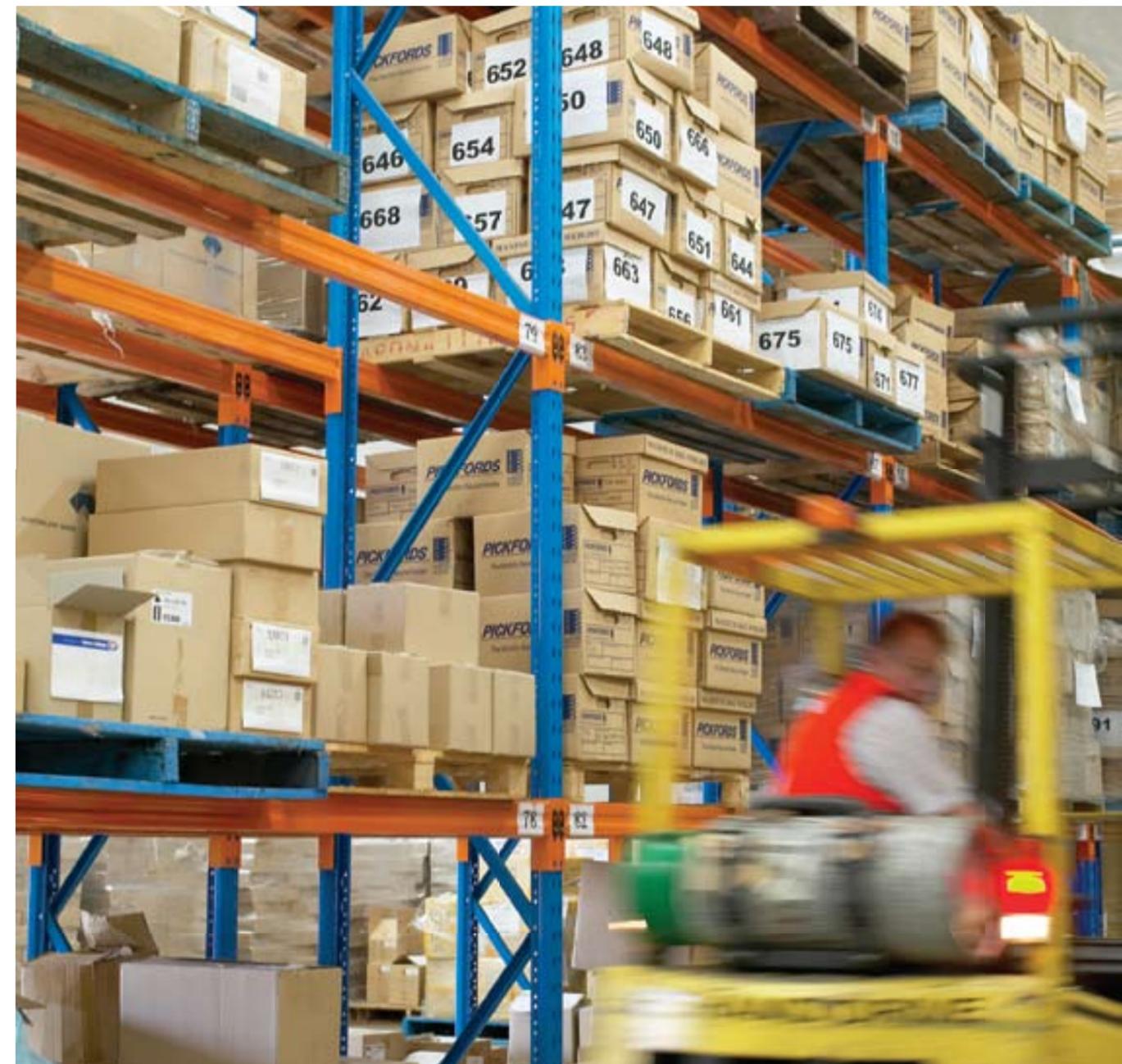
We are also fully equipped with the technological resources to accommodate and operate Australia Post's bar-coding system, which will save you money when bulk mailing.

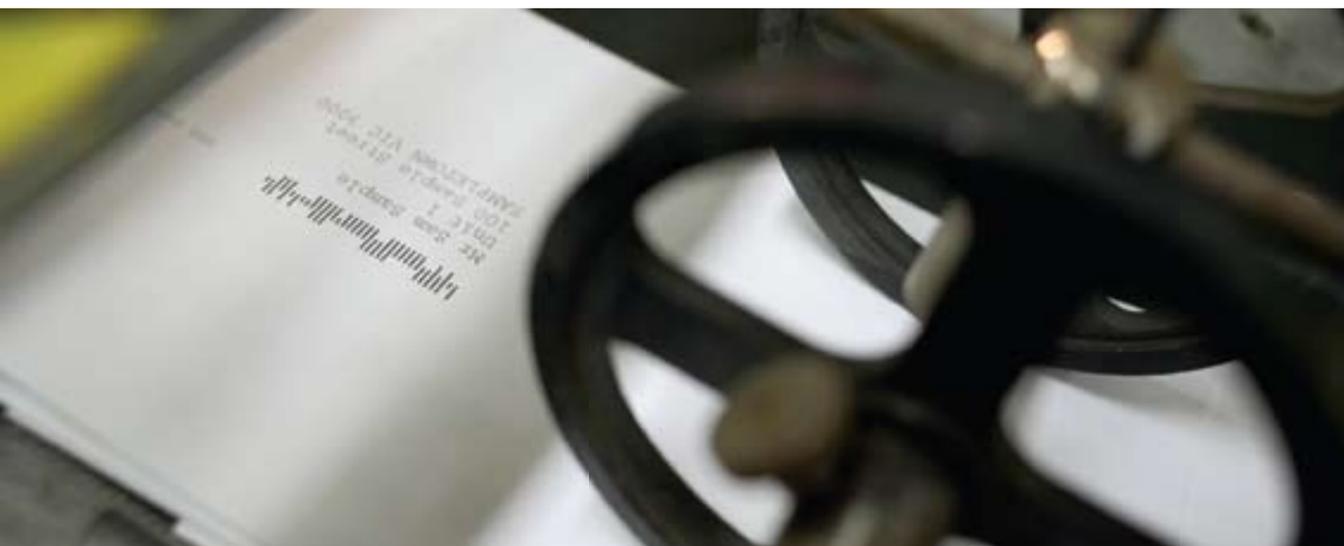
As you can see, working with IMS can help you save money and also valuable time. In fact, many of our clients say that we achieve in hours what sometimes takes them weeks to complete. A comforting thought really, when you think how it will reduce stress levels in the office.

## A FULFILLING EXPERIENCE

The service we offer at IMS is certainly not one dimensional. If there is anything you need assistance with, we're always more than happy to offer our expertise. For example, we can help you process your orders and payments including picking and packing. Plus, we have an in-depth knowledge in other service areas including customised packaging, promotions and value added competitions.

Remember, we're here to work with you as partners, so just ask us.





## POSTAL MANAGEMENT – DELIVERING A BETTER BOTTOM LINE

At IMS, we know the mailing industry so well that we thoroughly understand the ways and means of achieving the best postal discounts for you.

In fact, it doesn't matter how small or how large your Direct Marketing or Transactional mailing requirement may be, we will always find the most cost efficient way possible to handle your postage.

We even offer a consultation service to help you with envelope design, reply paid permits and postal discount documentation.

And of course, everything we do complies with Australia Post regulations.

## STAYING FLEXIBLE IN THE POSTAGE BUSINESS

When you entrust IMS to handle your postage requirements, you can be assured of one thing.

We will adapt to the ever changing needs of the market place with an incomparable level of customer service.

And that means looking after you, our business partners, in regard to both jobs at hand as well as those jobs in the future.

With our complete range of Direct Marketing mailing services and Transactional mailing services, we will always handle your postage matters as smoothly as possible.

We have the staff, the latest resources and the customer commitment.

All we're waiting for is your stamp of approval.



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