

## Kingsway Technology help keep Railcorp moving

### Railcorp

Kingsway Page Pack

Colour Laser printing package

To whom it may concern

I was in charge of running about 40 colour lasers for NSW Railways. "Page-Pack" in it's previous incarnation "Click" had been on offer for a long time and I always resisted hiring in a service instead of owning or later leasing them.

At the time of the Waterfall Train Crash, I was given 24 hours to set up a fully functioning Investigation Office. The staff mostly bought their own PCs but no department could possibly "spare" printers.

With good supplier relationships, I was able to explain my needs and problems to Kingsway. Three hours later the new printer was installed. It was a dream, apart from the occasional relationship management issue I hardly knew the printer was on my network.

I no longer had budgeting, maintenance, client issues, or disposal to deal with. While "lemon" equipment on lease was always "my" problem, the Colour Lasers from Kingsway were Kingsway's problem. While it never happened, if I had had a problem that was causing Kingsway grief, I would have been able to pass the problem on for them to fix in the most economic way.

The next time I had a demanding client need an unbudgeted colour laser, I immediately got them a "Click" printer. The client felt they had control and it was a problem that immediately went away from my perspective.

GEOFFREY RAEBEL

Senior IT Business Coordinator  
Railcorp

