

Platinum Copier Solutions – Elevated Sterling Service

BY SUSAN MCFARLAND

Tribune Correspondent

Kimberly Gonzalez started in the copier industry more than 23 years ago while attending nursing school at the UT School of Medicine in Houston. Ten years ago, she decided to branch out and start her own copier sales and service company, and Platinum Copier Solutions was born. Kimberly has built the company to a staff of over 15, with over 1,000 copiers currently under service contract.

Kimberly originally began her career working for a Xerox agent, shortly after she was drawn to the high quality and innovative technology of Sharp products.

“Our clients have the option to lease, rent or purchase equipment. We then provide a service contract which includes all of their maintenance including toner”. Most business have copiers and are typically under contract. We love to meet those folks to provide them with details of the language in their agreement. If we are a good fit, that’s great, if the time is not right, we just want to be an option when it comes up. We are good at what we do, keeping clients happy is the easiest part of our day.

As far as servicing – for both routine and problem issues – Platinum Copier Solutions has trained service technicians on staff and promises an average four-hour response time.

“If we can’t fix a machine within 24-48 hours, we provide a loaner copier at no cost to the client. All of our technicians are fully trained and go through rigorous classes and

training to reach the platinum level. While many companies focus on different brands, Platinum Copier provides Sharp equipment for the majority of their fleet and Lexmark products for the clients that also need a desktop solution. That means we can provide you with top-rated service because each and every staff member knows our Sharp and Lexmark devices inside and out. We attribute our many years of success through our dedication to providing high-quality customer service. Since starting Platinum Copier Solutions, it has been and still is our mission every day,” said Gonzalez.

Kimberly and her team are selling and servicing copiers throughout the greater Houston area, including Lake Jackson, Livingston, Beaumont, Jefferson, Liberty and other surrounding Counties.

“We can also drop ship machines all over the United States. We can take an order from a Houston-based company and ship anywhere. We have relationships with other Sharp dealerships to service the copier, regardless of where it is located,” said Kimberly.

Platinum Copiers has over 60 years of combined industry experience in workflow optimization. “Industry expertise is our strength and whether you are in manufacturing, medical, legal, banking, government or K-12, we have subject matter experts who can customize solutions to simplify the way you do your work”, said Gonzalez.

“Our clients are special to us, and that’s how we treat them. That’s what makes us different. The majority of our business comes to us through referrals. We very rarely cold call. Our reputation

speaks for itself. Your sales rep today will very likely be your sales rep in five years. I treat our team like family, and as a result, people tend to stay with us for many years,” said Gonzalez.

Sharp and Lexmark are on the cutting edge of technology. Advances in technology have also brought along one of the newest product for Platinum Copier Solutions, the Sharp Aquos Board.

“This is the next generation of smart boards which are replacing blackboards/whiteboards in schools and offices. They are designed for smooth and effortless communication in a wide range of contexts, via computer interface and touch and write-on capabilities used for instruction, presentations and meetings. We have 40-, 60-, 70- and 80-inch boards and also digital signage for restaurants,” said Gonzalez. The Aquos Board can be leased for approximately \$100 a month.

At their current rate of growth, Platinum Copier Solutions may soon need to expand their 10,000-square-foot office building (on FM 1960 close to Tour 18) which sits on five acres of land. Kimberly said the first location for the company back in 2007 was off Aldine Westfield in a strip center. After a

few years, the company moved to a bigger location off Rankin Road by the airport. About two years ago, Kimberly purchased the building and land where the office is currently located.

“When we were looking for an office space to purchase, I really wanted to have trees and grass, not just a concrete slab. This fit the bill. We were really lucky to find this

property and were able to retrofit it to our needs,” said Gonzalez.

Kimberly lives in Huffman with her husband and two children, ages 10 and 13.

“I really love Huffman. I grew up in a small town near South Padre Island and I was really drawn to the small town feel of Huffman and the great schools,” said Gonzalez. She stays busy in the community, participating on the board of the Huffman Education Foundation, President of her Rotary Club, BNI Networking, Past Chairman of The North Channel Area Chamber of Commerce and many other Community organizations.

Looking forward, “Kimberly said that her priorities have changed. She said in her efforts of serving others, it always comes back in extraordinary ways. More than she ever expects!” At the end of the day we just “Do the right thing!” This motto has changed our way of doing business. We want to exceed our customer’s expectations! We are always looking for ways to improve and provide better service with the advancement of technology. However, the commitment to our customers was and will always be our number one priority!

Kimberly attributes the success of Platinum Copiers to the effort of the entire team, “we are only as good as the people we surround ourselves with. I am very grateful for my amazing staff!”, said Gonzalez.

Platinum Copier Solutions is located at 3930 FM 1960 East in Humble. For more information, call 281-645-4036, email info@platinumcopiers.com or go to their website at platinumcopiers.com.



OWNER:

Kimberly Gonzalez



OPENED DOORS:

2007

FAVORITE QUOTE:

“Saving the world, one copier at a time!”