INSIDE PGS. 2-3

A message from Mary Jo Johnson about moving forward and our promise to adjust to the changing needs of our clients.

WHAT'S INSIDE

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A message from Chris Fullarton, Sr. Vice President–Imaging

Like the changes in the seasons, many aspects to our business have changed over the past few years. While many organizations had to make swift adjustments during the pandemic, it's helpful to look back 24 months or more. The evolution of technology changed the way we function and how we go about conducting business. This ever-changing landscape keeps us up at night in several ways, pondering the increased risk to IT security, how we store and process internal documents, process improvement within Accounts Payable and Human Resources, to how we communicate with you, our customers.

This summer was filled with the promise of reconnecting with many people we have not seen for 15+ months. It was a pure joy to be able to attend the various Chamber of Commerce events, fundraisers and community happenings. Understanding that the pandemic is still very present, we've adapted. It's amazing how resilient we are as humans; how we've come together to help one another out during this time of need and uncertainty.

In this edition of EOJ Connect, you'll enjoy a reflection from Mary Jo Johnson on the winds of change through the prism of responding to your needs. We also look at printer vulnerabilities: beyond secured office devices, we look at the risks in the home office. In addition, we explore HR automation in the midst of staffing challenges, and how we can help you manage this essential component of your business. We'll then transition into large format printing and the benefits of these high-quality devices. As many businesses open back up and the need to adjust their marketing and branding, our production division can help. And lastly, we explore Document Scanning and Management, and how our team can help you improve workflow and storage.

Transitions are a reality of business and life. As the leaves change, and as the world changes, our dedication to serving you remains steadfast.

Wishing you an enjoyable fall and a safe and healthy school year,

Christopher Fullarton

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"The spark of innovation often hits us in the midst of the storms of our lives."

Winds of Change

By **Mary Jo Johnson**
CEO/Owner of EO Johnson Business Technologies and Locknet Managed IT

Innovation is often borne of necessity. We like to think of innovation as a big idea that hits you out of the blue; the crack of a lightning strike in the distance as a summer storm nears. And maybe that isn't so far from the truth. Indeed, the spark of innovation often hits us in the midst of the storms of our lives.

And it's important to acknowledge we've been in a proverbial hurricane of change over the past year and a half. Each and every one of us. And none of us has had the privilege of finding shelter from this storm, least of all those of us who own or lead an organization.

This perfect storm of social, political, economic and public health instability has demanded innovation of all of us. We needed to shore up what mattered, and forge new ways to make business work, even as the winds of change threatened to tear down all we have built. For those of us at EO Johnson Business Technologies, we knew it wasn't just about us. It was about you, too. Because if we failed in the face of these enormous challenges,

we would be unable to help you survive these storms—and supporting your business is at the very heart and soul of who we are as a company.

So, we battened down the hatches. Then, we set up our proverbial radar and invited the lightning to strike. The resulting sparks of innovation were nothing short of electrifying.

• We knew organizations were struggling to obtain PPE to protect their staff, students and clients. This was an essential tool to allow businesses to continue in the new normal, so we pivoted to something we've never done before. And we secured PPE to help our clients get the supplies they needed in a timely manner.

• As our working world went remote, so did we, and accordingly we launched our business continuity plan. Like many businesses, our employees who could work from home, rapidly shifted to a work-from-home office. At the same time, our Locknet

Managed IT clients' employees, all 11,000 plus, also needed help transitioning to their new home offices. For three straight weeks, our Locknet Support Center operated at over double our all-time record call volumes. The majority of work included setting up VPNs and other remote work technology for our clients' employees with a rush of hardware orders such as new monitors and docking stations. In addition, more network security was needed due to the rapidly-changing business space and Locknet's Security Engineer Team was there to help.

- We threw even more energy into digital solutions for our customers. For years, many businesses have held off on embracing digital solutions like document management for their files; the pandemic response changed that, and fast. Employees needed access to paper files, but that was impossible in the remote working world. We answered the call and helped our clients move toward digital solutions, including cloud-based innovations, allowing them to continue to work in these unforeseen circumstances. That also meant establishing electronic workflows, to increase accessibility to information. The resulting improvement in efficiency has also helped businesses weather the storms of staffing shortages while giving them the flexibility remote employees need.

- We built a digital mailroom service, as well. This filled a critical need that emerged: staff couldn't access business mail in a timely fashion while they were working remotely. This led to many issues, among them: late invoicing and payments. We leaned on our document scanning capabilities, and our scanning division answered the call to help. We innovated a model for a digital mailroom to respond to the need to relay mail to a remote workforce, and we are proud to say we are helping several clients with this critical need.

- Process improvement, automation and digital problem-solving filled the gaps left by the evolution to a remote workforce. We helped clients transition to digital approval processes to facilitate uninterrupted workflow in this new work-from-home approach. We also partnered with clients struggling to fill critical accounting positions, streamlining their processes with accounting automation services.
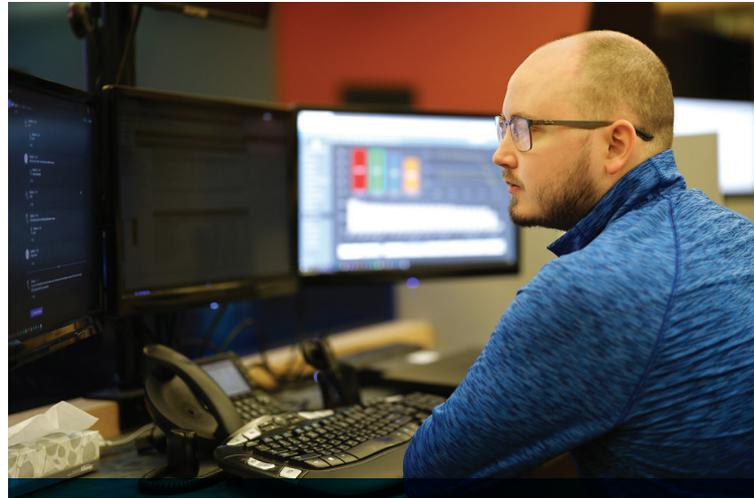
Our Locknet Support Center and Security Engineers responded to our clients' needs during the work-from-home push with enhanced network security and access to additional hardware.

- We shifted to providing even more convenience with additional e-solutions at no additional cost. Clients can access real time information on equipment, supply orders, service calls and more through the EO Johnson Customer Portal. Firmware updates, meter reads, and equipment issues can be diagnosed remotely with our Proactive Services, and electronic invoicing with ACH transactions improve efficiency and productivity.

Every innovation on this list we've conceptualized, shaped and developed for you. Because even in the midst of life's biggest tempests, we want you to continue growing. And we know the key to business growth requires more than just waiting for the tempest to pass, it means weathering the storm, together, for a brighter future.

For decades, EO Johnson Business Technologies has been a trusted partner for your copier and printer needs, but we are so much more than that. We provide full-scale technological solutions for the way you do business today: digitally, efficiently, innovatively and securely. Especially when the clouds roll in.

Looking ahead, we'll continue to meet the future with innovation. Our network security experts know that data security is more important than ever: hackers are growing even more sophisticated, and threats are multiplying. The forecast may be uncertain, but moving forward, you have our promise that we'll continue to adjust to the winds of change, and the changing needs of your business.

We are honored to be your partner through the clear skies as well as the rough times. As long as we continue to work together and support one another, the extended outlook is good. Thank you for making us who we are—because of you, we remain passionate about meeting the challenges of making Your Business. Safe. and Your Business. Better.
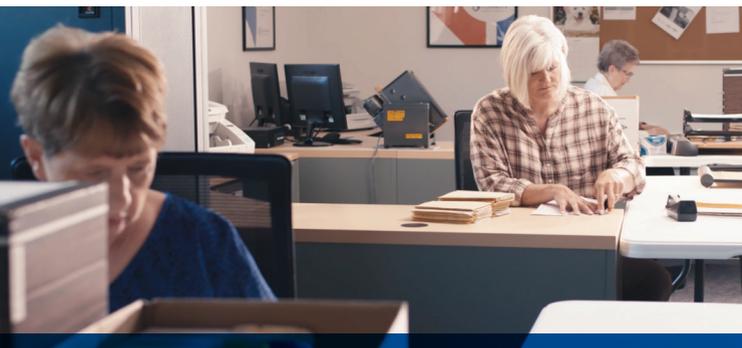
Answering a critical need for our clients, we built a digital mailroom service within our Document Scanning Division.

Printer Vulnerabilities Highlight Need to Upgrade Your Printer or Copier

Jason Morris, Sr. Account Executive–Managed Print Services

Regular upgrades ensure data security, latest technology and fewer tech issues

When it comes to the many reasons to regularly upgrade the printers and copiers in your business, printer vulnerabilities rank near the top. Hackers know that printers are often the same as an unlocked door to your business. Why? Many business leaders don't realize printers, particularly those that are networked, can provide cybercriminals access to sensitive data. The cache of information available through a printer vulnerability can give hackers and other cybercriminals exactly what they need for social engineering scams, hacks and other nefarious activities.

Here's why it's time to upgrade your printer or copier

Printer vulnerabilities are real, and the threats are always changing. Hackers grow increasingly sophisticated every day, and hacking attempts via printers grow in number every year. Your confidential documents could be at risk, putting the very heart of your business in a risky position in the event of a breach.

A simple way to ensure your business stays on top of emerging threats is to plan regular upgrades of your printers or copiers, so they have up-to-the minute protection. Of course, the benefits to upgrading your technology don't stop there. The best copier, printer or multifunction device for your business needs comes with additional benefits that can help streamline your workday, bypass hurdles such as tech issues, and ensure your devices have the cutting-edge capabilities you need to deliver the best in products and services to your clients.

Upgrade your technology to optimize your business

It's all too easy to put off upgrading your business technologies, but there are many compelling reasons not to. Take a look at some of the benefits of upgrading your copiers, printers or multifunction devices to the right.

Make printer vulnerabilities a worry of the past

The best copiers and printers can help make printer vulnerabilities a worry of the past, while also addressing some of today's biggest business challenges. From security to productivity to cost controls and even employee health, there are so many reasons to consider upgrading your printers and copiers regularly. To discuss your vision for your print fleet, or your concerns about the printer vulnerabilities of your aging technology, contact an EO Johnson Account Executive today at 844-365-4968.

Benefits of upgrading your multifunction devices

Automate document workflows

This can help eliminate manual operations that burn up employee time, while streamlining processes that involve documents. Automating document workflows becomes especially important with a remote workforce; the latest print technology has document workflows that result in improved productivity and access for staff who are working from home or wherever.

Higher level of security

If your business is required to be compliant with complex legal or financial regulations, the security of your documents and your data are high priorities. Secure access is essential for many businesses, and the latest print technologies provide a full slate of options to ensure the right people have the right access to your technologies. Access management is far easier with up-to-date technology.

Better control over costs

Controlling the bottom line is always important, and the latest print technology offers better control over the financials of your multifunction devices. The best copiers and printers have capabilities and efficiencies that reduce waste, control usage and overall can provide a better snapshot for estimating costs.

Keep your employees healthy

Reducing employee exposure to shared surfaces is still a priority for many businesses. The latest printers and copiers have capabilities that allow for touch-free print options such as remote print, virtually eliminating the need for staff to share surfaces.

HR Automation: Exploring the Benefits

Dan Rickert, Director of Solution Sales

Here's how HR process automation helps your business

Automation is creating a sea change in businesses, and HR automation stands to reap numerous benefits from the best software technologies. Because while the human aspects of human resources will never fully fade, technology is creating inroads into efficiencies and optimization that have been out of reach for human resources teams until now. So what is HR automation, what are the benefits of HR process automation, and how can you get started? Let's take a closer look.

Benefits of HR automation

Human resources teams face a number of challenges each day. First, there is the management of heaps of employee forms, many of which have repetitive information. There are frequent changes to employee records that must be made, everything from life changes to promotions to reviews and much more. There are seemingly endless follow-ups that must be done and have to be scheduled. And there is the information related to health insurance and other benefits, some data which are bound by HIPAA regulations and requirements and must remain secure. The challenges your HR team faces every day are profound, ever-present, and likely growing.

Research shows about 56 hours of work a month that HR managers must perform are devoted to tasks that can be automated.

In the midst of all of these needs, many of them requiring manual data entry and management, your company still needs to provide the human touch to human resources. Recruitment and hiring require the professionalism and kindness of your HR team. Onboarding with a living, breathing, knowledgeable person is shown to be incredibly important among new hires. A business strategy, change management, and employee relations are all high-impact needs that require the human touch. So, it's important to keep in mind that not all HR duties can be automated. But research shows about 56 hours of work a month that HR managers must perform are devoted to tasks that can be automated. That's 672 hours in a year that could be better used for the tasks that benefit most from the involvement of your HR talent.

HR process automation: where to start

HR process automation and transforming the way you work can be hard to wrap your head around, so let's talk about the tasks automation can take off your to-do list. These are processes where you can focus your automation strategy because doing so adds significant value to most organizations.

- **Recruitment:** Finding, attracting, and keeping top talent is one of the greatest challenges every business faces. By automating parts of the hiring process, you can reduce the cost of recruitment, screen resumes faster, and create a more fulfilling candidate experience.

- **Timekeeping:** Small businesses and sole proprietors may find it easy to manage timekeeping manually in a spreadsheet. But as companies grow, they quickly find this can be an immensely cumbersome task. Spreadsheets for timekeeping can be even more unwieldy when team members have different job responsibilities. Automation of attendance and timekeeping can also simplify reporting, project management, and client invoicing.

- **Payroll:** Payroll costs can be substantial—not to mention the manual process is incredibly time-consuming. HR process automation can reduce payroll, check and invoice errors; simplify paying taxes, and help you meet critical compliance deadlines.

Want to learn more about HR process automation?

When it's time to take a closer look at HR process automation, you need a partner on your side who understands the benefits and features of the tools at hand. At EO Johnson Business Technologies, we're here to help. Contact us for more information about HR automation and the many ways it can support your business needs.

Call **844-365-4968** or go online and request more information at **www.eojohnson.com.**

Large Format Printer: Benefits and Considerations

Brett Zacho, Sr. Account Executive–Production Print
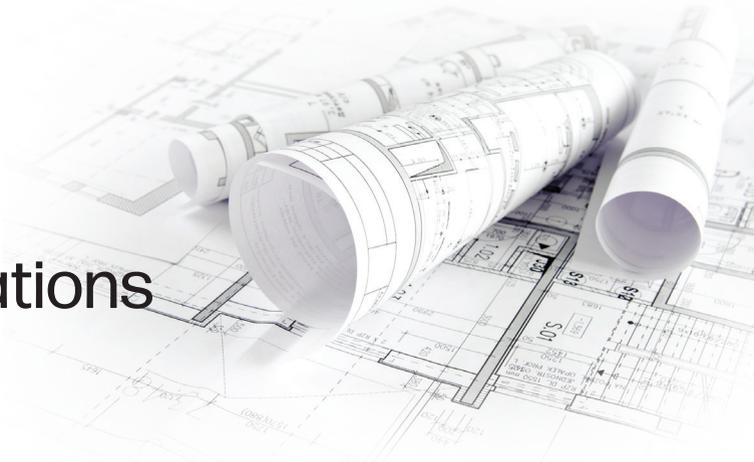
Why businesses are going big with wide format printers

Considering investing in a large-format printer? You are not alone; many business leaders realize wide-format printers have many benefits, and owning one can be a cost-saving strategy when your large format print needs are steady. So what are the factors you should take into account when considering a wide-format printer? And what are the benefits your company, school or organization could realize? Let's take a look.

Capabilities of a large-format printer can benefit businesses

A wide-format printer has capabilities that can support many companies and schools with their day-to-day needs. In short, large-format printers can provide higher quality, larger size and greater flexibility for your organization's print needs. Here are some of the benefits a large format printer can add to your print fleet.

- **Enjoy higher quality printouts.** Often the quality of printed pieces says a lot about a business to its prospects and customers. Shoddy printing doesn't yield the same professionalism as a high-quality print job. If you are ready for high-resolution print jobs that far surpass the quality you get from multifunction devices in your company, a wide-format printer may be just the solution you are looking for.

- **Print larger images than your average printer can accommodate.** Does your office have a need for larger images in high quality? Standard multifunction devices may be sufficient for smaller jobs such as simple brochures or documents that meet your daily needs. A wide-format printer may be better able to meet your needs if you require quality marketing materials, large posters, large-scale presentation collateral, architectural renderings and more.

- **Print on alternative surfaces.** Regular printers handle paper and card stock. Large format printers can often print on other materials like fabric, glass, tiles and even uneven objects.

Considerations when choosing a wide format printer

Selecting a wide-format printer for your business, school or organization can be a huge task in itself. There are so many makes and models, it can be hard to know what to look for. Our experts have pulled together the three big considerations for selecting the right large format printer for you.

1. **Cost:** For some companies and organizations, cost will be the primary consideration. But the upfront cost of a wide-format printer is just part of the overall expense. Be sure to take into consideration the costs of maintenance and supplies, such as ink. And it is also vital to think about ongoing service, which is an essential part of owning any technology these days. Working with a company you know and trust will pay dividends in the long run by reducing downtime and getting you back into production, fast.

2. **Capabilities:** Carefully consider why you need a wide-format printer, and what you want it to be able to accomplish for your business. Are you looking for a large-format printer that has the best color accuracy? Do you want it to print on different media? Do you need a printer that can also scan? Is fine detail the most important component of your printing needs? Enumerate your organization's expectations for your wide-format printer to weed out options that don't meet your needs.

3. **Color:** Some large-format printers are built to print in color while others are specifically for black and white jobs. Many organizations opt for the color printer, as it opens doors to possibilities for other uses. But if your company, school or organization only needs documents in large-scale, not color marketing materials and the like, a black and white printer may be right for you.

Is it time to buy a wide format printer?

When it is time to purchase a wide-format printer, we are here to help. From cost to print speed and capabilities, there is a lot to consider when comparing printers. Our expert staff can help you determine the scope of your business needs and the right wide-format printer for you. Want to see your options in person, and test them out? We can arrange that too, with a personalized tour of our Customer Experience Center. Contact us for more information about the best wide-format printer for your business needs.

Wide-Format Printers

Canon brand wide-format printers deliver complete design-to-print workflow as well as integrated reprographic capabilities to fit your organization's needs. Here are some printer options which can foster a highly productive work environment. Give us a call to learn more about each.

imagePROGRAF TZ-30000 MFP Z36

Built with production, efficiency, and versatility in mind, the imagePROGRAF TZ large-format printer is a new hybrid solution. It's uniquely qualified to seize and expand the production aqueous inkjet market with its ability to print black-and-white line drawings and full-color posters on multiple media substrates. It pays for itself if you're outsoursing eight posters per month!

Arizona 135 GT UV Flatbed Printer

Exceptional image quality on rigid and flexible media. The Arizona 135 has outstanding productivity, print quality, and application versatility, as well as smart innovations in ease-of-use and curing technology. The Arizona printing process consumes as much as 50% less ink than regular 6-color flatbed printers, making the Arizona 135 environmentally and economically attractive.

Colorado 1650 Printer

The Colorado Series 64" roll-to-roll printers are powered by the patented Canon UVgel technology. Produce scratch-resistant, ordorless prints that require no drying time and enjoy the rich, colorful, razor-sharp images and impressive application range that are the hallmarks of the gel advantage.

PlotWave 5500

Designed for CAD professionals, the PlotWave series makes printing large format documents easy with its intuitive touchscreen interface. Robust security features help safeguard your data. With its small footprint, ergonomics, and clean, closed toner system, a PlotWave series technical document printer is an excellent fit in busy departmental or workgroup environments.

Call **844-365-4968** or go to **www.eojohnson.com/production-print-finishing** for more information and product options.

Staffing Shortage? Document Scanning and Management Can Help

Jerry Rozek, Scanning Operations Manager

Document scanning and document management are the unsung heroes of the recent hiring crisis. It is easy to recognize that many employers are facing a severe staffing shortage. "Now Hiring" signs can be seen just about everywhere. In March 2021, the U.S. Bureau of Labor Statistics reported 8.1 million job openings. It was an all-time high, and a 43% increase from March 2020, when COVID changed the business landscape. The truth is, while most businesses want their staff to work harder during these tough times to make up for staffing shortages, they simply need to work smarter. Document scanning and document management can make a world of difference.

Document challenges account for a 21.3% productivity loss. It's like hiring five people, but only four come to work.

Short on staff? Consider scanning services
Being short staffed creates significant business challenges. This is compounded if you have paper-based information and manual processes. Just how inefficient is paper? A global survey of workers and IT professionals in 2012 conducted by International Data Corporation (IDC), revealed that document challenges account for a 21.3% productivity loss.

A 21.3% productivity loss is like hiring five people, but only four come to work. The fifth person is always searching for information and not adding significant value to the business. Implementing solutions to address these inefficiencies not only helps the staff that you do have to "work better," but can also reduce the need to add new staff.

How document scanning and document management help
The method for addressing the hiring crisis is unique to every business, but document scanning and document management strategy can ease the hiring pains and create lasting operational efficiencies in your organization. Here's how to get started.

Identify the source of the problem
1. Identify Processes that involve a lot of people, or a lot of paper—maybe even both. Partner with trusted process im-

provement professionals to perform process mapping. This will give you an unbiased, and invaluable look at where time and resources are being consumed.

2. Dig deep into your paper-based records to understand exactly how and how often they are being used. How often does staff go into file cabinets? How many times each day is paper copied, shared, or scanned to email? And most importantly: how much time is being spent on each of these manual tasks? The answers will reveal your opportunity.

Address the problem
1. Document scanning enables vital business information to be accessed by anyone, from anywhere, at any time. As an added bonus digital data is secured and backed up, providing disaster recovery. Space once occupied by file cabinets and shelving can be reallocated for other use. Scanning services can be an enormous game-changer for your business.

2. Where the data goes is the most important part. A document management system provides the ability to not only scan, store and retrieve information, but also to apply automation and workflows. Digital communication between staff and business applications drive productivity and help manage processes better.

EO Johnson can work with your business to identify and address inefficiencies, and develop a strategy to reduce or eliminate paper-based records. By increasing productivity, we can help your business to reduce costs and help your existing staff to work smarter.