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INSIDE
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Rob Spindler, UW-Stevens Point Print Director, says working with one production print and finishing vendor saves time, improves responsiveness, efficiencies, and relationships. Read the full article on page 2.

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

There was no way of knowing at the end of 2019 what the upcoming year would bring us. Like many organizations, we were coming off a great finish to the year and preparing to set new records in overall achievements.



Like so many others, we too had to pack up our offices and move home with no return in sight. Thanks to our business continuity plan, we were able to execute that very quickly, allowing our team the ability to take time to manage their personal life changes while continuing to provide you a customer-centric experience. Much of our team is still working remotely, but as we prepare to bring a lot of our employees back to the offices, we can see that a hybrid solution of work from home and office-based work is needed.

Balancing work from home, virtual schooling for those who have kids and navigating the new normal was challenging to say the least. But looking back at the last 12 months, while there were many headwinds, uncertainties and tough decisions being made, the events that took place across the entire globe made us better. Amid all the chaos, there was grace. There was panic as well, but perhaps most importantly, there was hope.

I am extremely proud of our team here at EO Johnson. Our front line employees continued to provide service as the calls came through, being as safe as possible while also ensuring our clients were still operating to the best of their ability. We made significant changes to our go-to-market strategy, and modernized our internal processes, but more importantly, we listened to our clients' needs. We found new opportunities to make Your Business. Better. From PPE supplies to virtual networks, Microsoft Teams, scanned mail delivery, document management and work from home printing needs, our Imaging team is poised to help modernize your organization and prepare you for a great 2021.

All of us at EO Johnson are forever grateful that you have given us the opportunity to be business partners. Experiences like those of the past year reinforce the need for a strong community presence. We want you to know we are here to help, when the time is right.

To your continued health and safety.

Christopher Fullarton



Production Print and Finishing: Benefits of a Single Vendor



Jeff Reuter, Director of Production Print

Where you get your digital print finishing equipment matters. Here's why.

Finding a one-stop-shop for all of your production print and finishing needs is an essential component of the success of your in-house print shop. Many companies partner with multiple entities for their production print service and equipment as well as their digital print finishing equipment. Some built their in-house capabilities over time, others simply have always done it that way and have never considered there might be another option. Yet, there can be challenges associated with working with multiple vendors, and streamlining your processes by working with a single partner from start to finish can ensure a seamless, efficient, and more effective workflow. Let's explore how with a case study of one of our valued clients at the University of Wisconsin-Stevens Point.



Printing services at UWSP produces a wide variety of printed material, not only for the university but for other organizations in the Stevens Point community.

Benefits of a single production print and finishing partner

At EO Johnson Business Technologies, we've been honored to work with UW-Stevens Point for more than 17 years. They utilize black and white and color production solutions for printing along with binding and finishing options for their production printers. Along with Standard Dynamics, the print finishing specialists of our company, we are proud to serve as a single solution vendor for them. At EO Johnson, we helped UW-Stevens Point modernize their print facility initially, and have worked with them on equipment upgrades consistently through the length of our relationship to keep them using the most current technology. Throughout that process, we focused on their needs: high quality output within their necessary timelines.

There are numerous benefits associated with partnering with a single entity for all of your production print and finishing needs for your in-house print shop, as the experts at UW-Stevens Point discovered first-hand.

A single point of contact

Rob Spindler, Print Director for UW-Stevens Point says working with EO Johnson has helped save time when needing service support and supplies, because they can easily contact one entity online for either.

Spindler also says sourcing equipment from a single vendor improves the working relationship. "They understand our needs more thoroughly and that leads to them being able to suggest certain solutions that may work hand in hand or enhance your current equipment and work flow."

By utilizing a single point of contact for sales, support and service, you have more than just a vendor, you have a partner working with you toward achieving your specific needs and goals.

Local service

At EO Johnson and Standard Dynamics, we have the expertise necessary to service what we sell. And because we're where you are, we have quicker response times.

"EO Johnson has always been very quick with response to our calls. We've never been left hanging like a previous vendor had done," Spindler says.



UWSP has always been on the forefront of production print and finishing and was one of the first UW plants to go 100% digital for their printing.

In addition to having expertise with all brands we sell, we become familiar with the account, the people behind it and the working environment. This gets us closer to our goal: to deliver World Class customer service.

Cost savings and efficiencies

Our customers have access to several potential cost savings and efficiencies.

- We offer flexible leasing options, as well as the option of bundling multiple pieces of equipment including finishing, wide format and more, along with print devices
- We can bundle invoices to cut down on the number of bills the customer has to process
- We can tailor an all-inclusive program through which we service every piece of equipment in your print shop for a single, flat rate

There are other potential efficiencies as well, says Spindler, which they realized through automation. “We have experienced efficiencies with finishing equipment that we now use to touch projects less with human hands. Anytime we can automate a process and not have a person doing it or watching the machine it saves time and money. EO Johnson has been great about coming up with those kinds of solutions for us.”

Spindler says they’ve also saved time on the front end. “Writing requests for bids can be time consuming and when EO Johnson knows if something is on the NASPO contract it can be very help-

ful to get exactly what we need without bidding being subject to lowest bidder regardless of quality and service.”

Production print and digital print finishing equipment end-to-end solutions

A single solution offers so many possibilities for your in-house print shop. For Rob Spindler, having a single go-to for their production print and digital print finishing equipment and support makes a big difference.

“I would recommend EO Johnson to others and I have many times. I think anyone looking for a ‘partner’ in their success instead of a cold sales experience with no support should consider EO Johnson Business Technologies,” he says.

Want to know how EO Johnson and Standard Dynamics can help you?

We’d like to extend to you a very special offer of a free workflow assessment. Our engineers will analyze how work is currently handled in your print environment, and make recommendations based on their high level of industry knowledge and the cutting-edge technologies available today. Simply call us or visit our website to set up your free workflow assessment.

Call **844-365-4968** or complete the online form: www.eojohnson.com/free-workflow-assessment





A La Carte Network Management for Mid-Size Businesses Solves Common Challenges



Kris Kilgard, Locknet Vice President of Sales

Not every organization needs the full-spectrum of IT services offered by a Managed Services Provider—and no one size fits all. At Locknet, we're now launching the next evolution of mid-market offerings. This refines the products we've been offering for years to ensure mid-sized companies looking for customized solutions to support their existing IT infrastructure know we've got their back.

That's where our fully customizable IT management product, NetxusPlus comes in.

For businesses which already have some IT staff and a help desk (often, but not limited to 150-2,000 employees), there are different pain points to consider. Here are several we help our existing mid-size business clients overcome:

Lack of a safety net

Managing network vulnerabilities is a huge task, and these days companies know consistency is key. Keeping vulnerability management in-house can represent greater security risk simply because staff have limited exposure to the full scope of challenges that exist in today's digital space. When you work with an experienced team like Locknet, you have a safety net, because we have the leading-edge knowledge and expertise and address these challenges with our clients every day. Our vulnerability management experts leverage this real-world experience in addition to industry certifications to reinforce your existing efforts. We work to understand how your network is structured so we can proactively plug gaps, identify and remediate problems, and put you in the power position for the long term.

Insufficient testing environment

Business can't come to a screeching halt just because you're rolling out a new software application. Unfortunately, that's often what happens—with updates breaking other critical applica-

tions—costing your company valuable productivity. When you partner with Locknet, you get access to our robust test environment so you can be sure your latest rollout works as it should before you push it out to the whole company. More, when you work with us, you can be assured all of the products we sell are well-vetted. So you can access the latest tools, stay ahead of the competition, and thwart cybercriminals, without overwhelming your busy IT staff.

Staffing challenges

Network security expertise is always in demand, and as a result, companies pay a premium for a full-time employee with this skill set. These personnel are often recruited by others offering higher salaries—leaving companies to face skyrocketing payroll to compete or risk losing their network security experts. Selecting an IT partner like the Locknet team to provide security expertise can be a game changer that offers the stability and reliability you need in the network security space. We've been providing this service to our business clients as needed for years now, and now we're excited to formally offer this product.

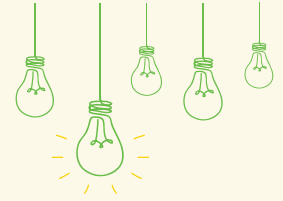
Supporting the local economy

Many businesses seek out hardware and software providers with competitive pricing, and sometimes that means working with a provider outside the region. We're eager to earn your trust while restoring the local economy, and we would love to save you money too. Our buying power means we may be able to match or beat the price you are currently paying for hardware and software for your mid-size business. Let's rebuild our region together.

Want to know more about how we can support your mid-sized business?

Call me directly at (608) 406-0176 to start realizing all the customized advantages of NetxusPlus.

Accounts Payable Automation: Efficiency Within Reach



Dan Rickert, Director of Solution Sales

With a remote workforce, automated invoice processing is key to success

The speed of business can't slow, even when you have a primarily remote workforce. That's why accounts payable automation, including automated invoice processing, is so essential these days. At EO Johnson Business Technologies, our AP Automation experts make it simple for your business to transition to automated invoice processing, by providing the tools, training and guidance you need to leverage your existing technology and gain necessary efficiencies.

AP challenges and accounts payable automation solutions

The accounts payable sector navigates a unique set of challenges regularly. The good news is, AP automation solutions get at the core of these issues and address many inefficiencies of manual accounts payable processes.

So what does accounts payable automation deliver in terms of benefits? And how do we help you streamline your existing workflows? Let's take a look.

Accounts payable challenges

The pandemic has issued an entirely new set of hurdles for workplaces to overcome—but this also presents an opportunity to upgrade processes that are stuck in the “but we've always done it this way” conversation. Taking a hard look at the truth of dated processes can be enlightening and represent an opportunity for improvement.

If your business has been leaning on manual entry for accounts payable, you are certainly not alone. Yet manual processes yield a number of challenges for accounts payable. First there are the risks of and costs associated with human error, fraud, and inefficiencies, not to mention the enormous headache of lost or missing invoices. The stream of invoices and purchase orders can seem endless for your team, and paper filing systems as well as remote working can result in tiresome search and retrieval issues, and in some cases duplicate or late processing and payments.

Countless companies have already made the switch to accounts payable automation. If you're ready, EO Johnson can help you realize the many benefits of this essential process upgrade.

Accounts payable automation solutions

AP automation yields so many benefits to organizations ready to take the next step, from efficiency improvements to cost savings

and more. First, accounts payable automation allows your staff to capture records, process requisitions and find information quickly. Documents can be automatically routed for approvals. Unwanted documents are flagged to be destroyed, and throughout the entire process, all IRS mandates are followed.

At EO Johnson Business Technologies, we provide the guidance and expertise to integrate automation into your accounts payable process flows seamlessly. We help our clients get there with Square 9 Softworks AP automation software, “Purchase to Pay AP Automation.” Our team first gets to know your business and how your current process works, so we gain an in-depth understanding of the scope of your needs, including:

- How your accounts payable needs to operate
- Approvals needed
- Data provided
- Your current system and the opportunities for efficiencies
- The training necessary to get your staff up to speed

Is it time for accounts payable automation and automated invoice processing?

The experts at EO Johnson Business Technologies can help. For a free, no obligation overview of how we can help you leverage technology to improve your accounts payable process, simply give us a call or go to eojohnson.com and complete the “contact the EO Johnson team” form under Contact Us. We'll guide you to the next chapter of automated invoice processing and accounts payable automation.



Want to learn more about AP automation solutions?
Call 844-365-4968 for a free consultation and quote!



Improving Printer Security: Understand the Vulnerabilities of Network Printers

How strong is your print infrastructure?



Matt Palecek, Wausau Imaging Sales Manager

Here's what you need to know about the dangers of printer hacking

Understanding the vulnerabilities posed by network printers is key to improving your printer security and protecting your business. Printer security is often a forgotten component of a network security strategy. While you may never leave a printed, confidential document in a shopping center food court, unsecured network printers can produce similar outcomes—leaving your confidential data exposed to anyone who wants to access it. In fact, network printers can be vulnerable to being hacked or infected with malware—making it possible for cyber criminals to access saved documents and other sensitive information, and even send print jobs and spam. The risk is even greater now that many companies have employees working from home—all too frequently unsecured, or under-secured environments. That's exactly why network printer security protocols are essential to your business.

Protecting your company equipment from the dangers of printer hacking

A recent report from International Data Corporation (IDC) found that more than half of companies surveyed had experienced a security breach in the past year that included print security. In spite of all we know about the realities of network printers and their vulnerabilities to cyber attacks, HP reports that only 16% of the people they surveyed recently view printers as a high risk for

a security breach. Moreover, only an estimated 2% of network printers are secure. The mass migration to working from home has accelerated the need for a thoughtful, strategic approach to protecting company assets and shielding devices used by remote workers.

What's at stake is profound. First, company resources will be required to address any print security breach, drawing staff away from their primary responsibilities and revenue-generating opportunities. Some companies, particularly those highly regulated industries can face fines and penalties in the wake of a breach. Finally, there is the immeasurable cost to your brand's reputation and your company's perceived trustworthiness to clients and prospects that needs to be considered.

Signs that it's time to secure your print infrastructure

With all of these risks and potential inefficiencies in mind, what are the signs it's time for you to examine the security of your print infrastructure? Here are a few that rise to the top.

1. The organization experiences a security breach that involves a network print device
2. The company experiences other compliance concerns related to their print infrastructure
3. The organization is seeking to standardize security protocols across all network attached devices.
4. The organization is seeking ways to trim costs and discover IT efficiencies

Benefits of a comprehensive print security solution

The benefits of having a comprehensive print security solution in place are quantifiable. Printer-related security breaches are shown to drop six-fold. Often businesses realize printing behavior is changed among staff, reducing printing demand and associated costs, including toner, ink and paper costs. Staff time to support your print devices often decreases by half. In addition, you'll gain increased understanding of how printing is being used within your organization, and those insights can fuel future decisions. In addition, you can reduce unnecessary print equipment and remove out of date devices, which can sometimes fly under the radar while exposing your organization to risk.

The dangers of printer hacking are clear, and the solution is improving printer security. When you're ready to move toward better security amidst the age of remote work, we can help.

CONTACT US

We can assist your transition to improving your printer security, and protecting your organization's network from the risks of printer hacking.

Call **844-365-4968** or go to **eojohnson.com**.



Benefits of Document Scanning Overcome the Risk of Self-Storage

The advantages of electronic record keeping are many



Jerry Rozek, Scanning Operations Manager

The benefits of document scanning are substantial, particularly when you consider the risks of self-storage of your archive records. What to do with archive records that require lengthy retention is a common concern for businesses. Boxes of documents begin to pile up and soon storage areas are filled beyond capacity. Moving records to a self-storage facility may seem like a logical low-cost solution. Not having records in a tightly controlled environment exposes your business to considerable risk.

Risks of storing archive records illustrate the advantages of electronic record keeping

Let's look at four key issues that should be considered before placing records into a storage unit.

1. Security

In general terms, most self-storage units do not have high levels of security to protect private information. Most units are only secured with a padlock, and inside walls are often basic sheets of plywood. A criminal with bad intentions can gain access with very little effort. According to the FBI Crime Data Explorer, there were 817 reported burglaries in storage units located in Wisconsin in the two-year period of 2018-2019, an average of just over one security breach each day.

2. Exposure

A self-storage unit that does not have climate control means that paper records can be damaged as a result of moisture absorption and become moldy. The potential damage from rodents and/or insects also needs to be considered. But there is also the unknown risk associated with what may be stored in adjacent units. Any items with engines or campers with attached propane tanks greatly increase the risk of fire. And while a storage unit may have fire suppression systems, your records are open to water or chemical damage if the system is activated.

3. Accessibility

When storing records in an offsite location, you must physically go to the location each time you need something. You will most likely need to move and replace boxes just to get to the one that you need. And if you are a business that purges records on a regular basis, it means that you are likely handling every box in storage while going through each of them to remove your oldest records.

4. Liability

If the records you are storing in a self-storage unit include protected health information (PHI), your organization may have sole responsibility if there is a security breach. Your storage company may be considered a contractor and not a business associate (BA). By definition, a BA is an outside organization that creates, receives, maintains, or transmits PHI. A storage company typically does not maintain your organization's records in this way. If the storage company does not pickup, transport, or store PHI in a way where their employees have access to it, they are a contractor and not a BA. Therefore, the storage company would not be bound by HIPAA privacy, security, or breach notification rules.

The alternative: discover the benefits of document scanning

EO Johnson Document Scanning can work with your business to develop a strategy to digitize your records to not only fit your budget but to minimize your exposure to risk. To learn more about our document scanning services go to eojohnson.com. The benefits of document scanning are within your reach, and you'll soon enjoy the advantages of electronic record keeping.

Benefits of Document Scanning

Document scanning saves precious resources of time and space



Access or purge old information right from your computer



Regular data backups provide disaster recovery & protection



Digital data is managed within a secure network environment—you control access



Scanning records is a one-time cost



Documents are secure from cyber threats and disasters



Digital Mailroom Services for Financial Institutions

With many financial institutions pivoting to work from home solutions as much as possible, the time is right to explore the benefits of a digital mailroom.

What is a digital mailroom?

Digital mailroom services allow your employees to receive inbound mail electronically, when they would otherwise receive it in a hard copy format.

Opening, scanning and electronically sending mail to your remote workforce can be a heaping task for employees whose skills might be better used elsewhere. Think of how many hundreds of pieces of mail your organization receives every day—and the resources required to process that mail can be massive.

Financial organizations are also finding that critical mail is taking longer to get to staff because of the need to scan it in-house and ensure it is distributed to the right person. That can create critical issues when payment processing is delayed or other essential processes are held back.

How does a digital mailroom work?

The first steps include understanding and mapping the workflow of the current, hardcopy mail process, then developing a workflow for how mail would be sorted, scanned and delivered for your financial institution.

Once the mail has arrived at EO Johnson, the sorting can begin. The mail is sorted into two primary categories: 1) mail that is not to be scanned; and 2) mail that must be scanned.

Expert quality control ensures blank pages are eliminated and pages are rotated. Then the data is exported and immediately uploaded via Secure FTP, directly into your server. Then, your in-house staff open the PDF and route it to the proper recipient.

After scanning is complete, all of your mail is bundled by type, counted and tagged, and the courier service the company has contracted picks up the mail that same business day and returns it to you.

Digital mailroom benefits beyond the pandemic

The benefits to having a digital mailroom last long past the pandemic, and many financial companies will find digital mailroom services to be convenient and even necessary in the future. These benefits include:

- More efficient access to information
- Staff can access their essential documents no matter where they are working from—allowing for increased productivity and improved customer service
- Documents which are digitized on the front end can be routed electronically, backed up and ready to migrate to a document management system

Ready to learn more about digital mailroom services?

Is it time to explore digital mailroom services for your organization? EO Johnson Business Technologies is here to help. Contact us to learn more about the digital mailroom options available for your business.



Go to [eojohnson.com](https://www.eojohnson.com) or call 844-365-4968

RECYCLING & SUSTAINABILITY PROGRAM

To learn more about our Recycling and Sustainability Program, select the Recycling tab on [eojohnson.com](https://www.eojohnson.com)



Free to customers of EO Johnson



Reduce the impact of print activities



Free prepaid shipping labels



Streamlined recycling process



Use your own boxes, or have some sent to you



Toner cartridges and bottles from all manufacturers accepted