

# EOJconnect

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INSIDE  
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There are three key areas to focus on for streamlining your business processes: establishing a digital mailroom, bulk document scanning, and a document management system. Learn more inside.

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## A message from Chris Fullarton, Sr. Vice President

We're celebrating our 65th anniversary at EO Johnson, which makes me reflect about change—the various changes we've seen across our industry and within your organizations. As business technology has evolved, we have evolved with it to support our customers.



In this edition of EOJconnect, we're going to touch briefly on a few topics that have helped several organizations improve workflow or enhance productivity. Our digital mailroom service was introduced to clients during the midst of the pandemic which allowed people to access their mail from anywhere. As businesses continue to maintain a remote workforce, our SOC 2 Type II certified scanning team is helping clients across the U.S. accomplish this very important task, safely and securely. Our digital mailroom service, along with bulk document scanning and document management, is helping businesses with their digital transformations.

I'm also excited to share with you that we were awarded the Better Business Bureau's Torch Award for Ethics. The Torch Award for Ethics is the most prestigious honor BBB can present to exceptional organizations for their dedication to integrity and ethical practices. Dating back to 1957, Emery (E.O. Johnson) was often heard saying, "do the right thing and the right things will happen." Fast forward 65 years, and we continue to grow with integrity and customer vision at the forefront of everything we do.

Finally, I want to welcome the ShelDon Business Solutions team from Duluth, MN into the EO Johnson family. With this acquisition, EO Johnson will expand our geographical footprint into northern Minnesota, providing exceptional sales and service to the ShelDon client base. We're excited for this opportunity and look forward to serving these clients.

In closing, I want to thank you for your continued business and for the trust you place in EO Johnson. We're excited to celebrate the last 65 years and also look forward to the many years ahead.

*Christopher Fullarton*





# From Paper to Electronic: Streamline Your Business Processes



Jeff Balacek, Assistant Solutions Manager

The workplace we knew in 2019 no longer exists. Every business has been impacted by the move to remote work during the pandemic and the struggle to find labor after the “great resignation.” For most businesses, this means taking stock of your workspace(s) and your workplace processes.

You are likely experiencing one of the following workplace changes. How many of these company statements resonate with you?

- My company is maintaining a remote or hybrid workforce.
- My company is consolidating locations.
- My company is trying to do more with a smaller workforce.
- My company is trying to connect with the next generation of workers.
- My company is growing, but I’m running out of space in my building.

Who does the work? Where do they do the work? How do they do the work? These are the three questions every business should be reviewing right now. The way we adapt to changes in technol-

ogy impacts all of them. But technology means more than just having a collaboration tool like Microsoft Teams or Zoom. It’s also about how your employees can access information securely from anywhere.

Today, technology can provide a more seamless workplace. And there are three key areas to focus on to create a more seamless workplace for your business—establishing a digital mailroom, scanning your paper documents into digital files, and managing workflows electronically.

## Digital Mailroom

According to Forbes, a hybrid work structure is one of the five biggest workplace trends in 2022. Establishing a digital mailroom allows your employees to work from anywhere and still receive their inbound paper mail electronically. In an outsourced digital mailroom structure, the mail is opened, scanned, and then electronically sent to the right people. It provides convenience and security. Here are just a few of the benefits of outsourcing to a digital mailroom.

1. Reduces the workload of your employees.
2. Accessibility to remote staff and multiple locations.
3. Availability of files from anywhere within hours of mail arrival.
4. Secure storage and tracking of mail.
5. Integration of the digital files into other electronic workflow processes.

### Document Scanning

Many companies are also taking a closer look at the physical footprint of their workspaces. You may have less employees in your buildings and are considering consolidating. Or you may just be thinking about the cabinets and rooms full of files that if eliminated, could allow you to use your workspace more effectively. Digitizing your paper documents increases efficiency, keeps important information secure, decreases costs, and ensures your business is ready for anything (including another pandemic). Here are just a few of the benefits from digitizing your paper files.

1. Reduce the time it takes to search for and retrieve files.
2. Eliminate lost or misplaced files.
3. Access information from wherever your employees work.
4. Gain office space after eliminating paper file cabinets.
5. Secure documents in case of a disaster or cyber threat.
6. Maintain records compliance.

### Automated Business Processes

In addition to digitizing the old files that have been collecting dust in your workplace, incorporating a document management system is a must. Through this program, process and information mapping is done to understand how your business can improve efficiencies and reduce paper waste. A consistent electronic file structure and search repository are established to allow the system to do the work for you. With a hybrid workforce and ongoing labor challenges, making your processes automated and accessible from anywhere is crucial. There are three key areas of your business that likely could benefit from a document management system.

- Accounting Department
  - » Improved processing times and deadlines met
  - » Easier search and retrieval process
  - » Less manual data entry errors
- Human Resources Department
  - » Improved organizational effectiveness
  - » Easier onboarding of new employees
  - » Automation of follow-up activities
  - » Security with insurance and HIPAA record keeping
  - » Less manual data entry and repetitive information
- Contract Collaboration
  - » Track changes and contract revisions
  - » Ensure legal compliance
  - » Sign contracts quickly and efficiently

Having a remote or hybrid workforce is no longer a temporary consequence of the pandemic. It's here to stay. Businesses have realized work can be done differently, and in some cases, more efficiently than before. Layering in technology, the digitizing of paper files, and the electronic management of processes is no longer a "nice to have"—it's a "need to have." Access from anywhere to relevant information and the data to do one's job are critical. Today's employees and your next generation of workers expect it.

EO Johnson helps your business leverage technology to efficiently manage your information and create a seamless workplace. Contact an EO Johnson Digital Transformation Consultant to learn more about how you can get started.

## The Steps to a Seamless Workplace

EO Johnson can help with all of these needs. How does it work?



### Digital Mailroom

Your paper mail is forwarded to a secure P.O. Box maintained by EO Johnson. We open, scan, and electronically send the mail to the right people. We establish timeframes with each client for how long we will hold on to the paper mail. We integrate the digital mail into other document management processes as necessary.



### Document Scanning

We take your boxes and rooms of paper files, load them in a secure truck, and deliver them to our team of scanners. The naming and organizing parameters of the digital files are established with the client. If you need access to a file while we are in the scanning process, we can make sure you have it quickly.



### Automated Business Processes

We meet with you to map your current processes and discuss the best system to give you more efficiency. A file structure and search repository are created. Your processes become automated and your data becomes more accessible to everyone.

[eojohnson.com/digital-consulting](http://eojohnson.com/digital-consulting)  
844-365-4968

# Human Resources Automated Business Process Case Study



## The Customer

A Public Education Service Provider

## The Challenges

The challenges for this organization involved manual paper-based human resource processes and the security of personal data. New employees were required to write information multiple times, and it was a time-consuming process. Copies were made and distributed by hand to the appropriate internal personnel. Tracking and organizing the information was difficult for the human resources staff. Because documents were manual, securing the personal data was difficult. There were file cabinets in locked rooms, but with no certainty documents were filed properly. There wasn't an audit trail of who reviewed the documents.

## The Solutions

- **Electronic Forms.** All documents from application to on-ramping are now electronic. Forms are customized to the organization with logos, can be completed online instead of in-person, and include digital signatures.
- **Workflow Automation.** Once documents are completed electronically, those documents are automatically routed to the appropriate departments. Payroll employees, benefits administrators, and hiring managers have access to only the documents they are supposed to see. Processing and approval are completed at the touch of a button. Email notifications alert users when documents are waiting for them.
- **Security.** The system only allows access to the appropriate users that should have access to the documents. Audit trails show when and how users accessed the documents. Print and email controls have also been established.
- **Document Disposal.** Retention cycles are automated for disposal of documents when they have reached their lifecycle with no more manual searching and shredding.

## The Results

With the help of EO Johnson Consultation Services, a process map was created to make sure no details were missed. Once these processes were redesigned and implemented with document management, there were several noticeable improvements for this organization.



### Efficiency

The amount of time and effort with on-ramping an employee was cut by 70%. The human resources team can get more done with less people.



### Accessibility and Accuracy

PDF files that are fully text searchable enable staff to accurately find specific information within documents in a matter of seconds.



### Space

Office space once occupied by these records has now been reallocated to other department needs.



### Employee Experience

The experience for new employees is seamless and secure.

# Proactive Services for Printers—It’s all About the Uptime



**Frank Paulich**, Vice President—Service

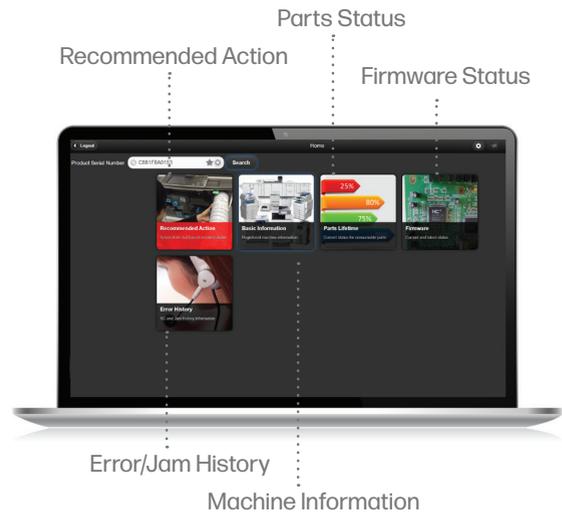
Nothing slows down your business productivity like a printer that isn’t working. All the tasks your employees can’t get done while they wait for it to get back up and running start to pile up. For companies who want to maximize productivity and reduce downtime, proactive services for printers are a game changer.

### How do proactive services work?

Proactive services use diagnostics to allow your printers to be monitored remotely. Once proactive services are enabled for your printing devices, the machines report status information on a variety of areas. These include firmware versions, jam codes, error codes, parts life, and other data pertinent to the performance of the machine. This data is transmitted to a vendor-owned server over a secure network connection. Service technicians can view this information via the vendor server.

### The three key benefits to proactive services for printers

1. **Quick response.** Customers who enable proactive services on their machines have a higher uptime percentage and a faster repair time once a technician is on site. Service technicians have more data readily available to speed up repairs and get your team working again. Some issues are even able to be repaired remotely without the need for a technician on site.
2. **Early detection.** Proactive services help service technicians get a heads up on wear and tear, parts that are due for replacement, toner needs, and much more. Customers with proactive services have a longer length of time between service calls as many issues are diagnosed in advance.
3. **Cost effective.** Enabling proactive services is easy and free of charge, so the benefits compared to the cost are tremendous.



### Other web-enabled services

In addition to improving the performance of your printers and their uptime, businesses who utilize proactive services also gain access to several tools that can further enhance their productivity. EO Johnson customers who use proactive services and then also use our customer portal, service call alerts, auto meter collection, e-billing, and other programs, really benefit from maximizing on a full suite of web-enabled services.

### Getting started

Ready to learn more about how proactive services can improve your business’s uptime? Simply reach out to your EO Johnson Account Executive, Service Technician, or sign up online to have proactive services enabled on your business printers. It only takes a couple minutes per machine and will make a world of difference for your company’s productivity.

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**If you are an EO Johnson client and do not have proactive services, go to [eojohnson.com/electronic-services](http://eojohnson.com/electronic-services) and select the Sign Me Up button or call 844-365-4968.**

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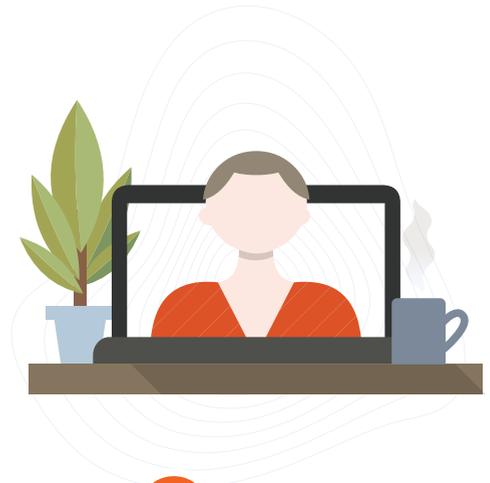
## Thank You

Over 65 years, we have grown from a single office in Wausau, WI to be in our second generation of family ownership, woman-owned, and with eight offices throughout the Midwest. Throughout that growth, we have remained committed to caring for the clients and communities we serve.

We are grateful for the businesses that have understood the value of our expertise, allowed us into their company’s vision, and trusted us to keep their businesses secure. Thank you. Thank you for your partnership. Thank you for your trust. Thank you for being part of our family.



# Five Tips for a More Secure Remote Workforce



Katie Spain, Locknet Account Executive

## Cybersecurity for Remote Work

The ability to work from home is an employee perk that offers workers more freedom from the daily commute and more flexibility for completing their work. The recent COVID-19 pandemic forced many to work from home. But regardless of health concerns, remote work is here to stay. 97.6% of remote workers would like to stay working remotely, at least some of the time, for the rest of their career.

Along with the freedom and flexibility of working from home, there are heightened cybersecurity risks that come with working outside of a secure corporate network. They must be addressed to protect your company's data. If someone hacks into your home office or Wi-Fi network, your computer and data could be vulnerable to an attack.

## Five best practices for employees and employers

There are five key security considerations for both employees and employers with maintaining a secure remote workforce.

1

### Work-Issued Devices

Working from home can create a blurred line between work and personal devices, but they should be kept separate to minimize security risks. When working from home, employees should treat any work-issued laptops, mobile devices, and other sources of sensitive data as if they were using them in a physical office premise. All work files and data should be stored on work-issued devices. In addition, a work-issued computer should not also be the family computer. Other people should not have access to use work-related laptops and other devices, just as if someone were working in a physical office location.

2

### Company-Approved Storage Solutions

Company policies should include using only the designated programs of your employer, even if you prefer a different program. This is especially important when saving and backing up files. All work data should be stored in a secure location that's both approved and accessible by your company.

4

### Prioritize Cybersecurity Tools

The best way to protect against hackers accessing any sensitive company data is to make it as difficult as possible for them to successfully log in. Consider implementing the following tools.

- **Password Manager.** By using a password manager, every password will be a strong password featuring a complex string of letters, numbers, and characters—a much harder code for cyber bullies to crack.
- **Multi-factor Authentication.** Multi-factor authentication only grants access to a device or software after more than one form of authorized identification is provided. A single password can be memorized, or a physical device stolen. Multi-factor authentication doubles up on barriers to entry.
- **Session Timeouts.** Enforce reasonable session timeouts for sensitive programs and applications. A user shouldn't have to reconnect after grabbing a cup of coffee, but also shouldn't be able to stay logged into a program all day with inactivity.

3

### Use of a Virtual Private Network (VPN)

Remote employees are typically using their private home network or a public network which can increase the risk of a data breach. Using a Virtual Private Network provides online anonymity and privacy by masking an employee's IP address and creating a private network that can be used via a public internet connection. With a VPN service, employers can significantly reduce the risk of any sensitive data being compromised by malware attacks.

5

### Cybersecurity Awareness Training

Unfortunately, cybersecurity isn't something that can just be taught once and forgotten. Cybercriminals are constantly looking for new ways to circumvent security controls to gain access to sensitive information. This is especially important as you maintain a remote workforce. Employees should understand how to recognize phishing attacks, avoid malicious email attachments, and secure their public profiles among other things. This training can typically be delivered virtually to a remote workforce.

### Final thoughts on security and remote work

Remote work is a regular part of how we do business today. But it must be carefully managed to retain the level of security required to protect against cybersecurity breaches. Above all, ensure policies, procedures, and guidelines are in place for workers who use company resources outside the office.

If you still have questions or need help with properly securing your remote workforce, the team at Locknet Managed IT is here to help. Locknet provides the tools and training needed to keep your team secure whether in the office or at home. Contact us to learn more.



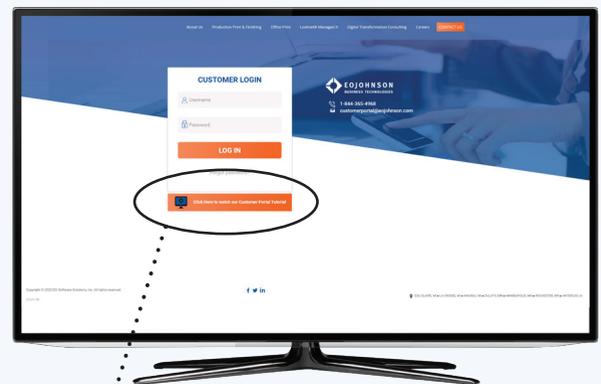
Learn more, go to [locknetmanagedit.com](http://locknetmanagedit.com) or call 844-365-4968

## The EO Johnson Customer Portal and Tutorial

Part of making **Your Business Better** includes providing you the tools to make it easier to connect with us. The EO Johnson Customer Portal is an interactive, mobile-friendly tool that allows you to access real-time information about your equipment, supply orders, service requests, invoices and more. Are you utilizing the EO Johnson Customer Portal? Or are you using it but having issues with accessing the information you need? We're here to help!

Just below the EO Johnson customer login area on your screen, you will find a handy and recently updated feature. The Customer Portal tutorial will walk you through the ins and outs of the Customer Portal and provide some quick tips for accessing information, submitting requests, and ordering supplies more easily.

If you are not currently utilizing the EO Johnson Customer Portal and would like to learn more, reach out to your EO Johnson Account Executive. We would be happy to get you started with this helpful resource!



Check out the new video tutorial on how to navigate the EO Johnson Customer Portal, located on the login screen.

# EO Johnson Acquires ShelDon Business Solutions

## Move expands geographical footprint in Minnesota

We are excited to announce our recent acquisition of ShelDon Business Solutions based in Duluth, Minnesota. The move extends EO Johnson's production print and business technology offerings further north and provides additional support for existing customers in northern Minnesota. The acquisition was finalized August 31, 2022.

"With the acquisition of ShelDon Business Solutions, we are able to enlarge our EO Johnson footprint and expand our Canon partnership into the Duluth, MN area," said Mary Jo Johnson, CEO and Owner of EO Johnson Business Technologies. "Our ability to leverage ShelDon's skilled sales and service teams will also provide enhanced support to our current northern Minnesota customers. There was a strong cultural alignment with ShelDon Business Solutions, and we are excited to welcome them into the EO Johnson family."

Companies who rely on ShelDon Business Solutions for their Canon equipment needs will continue to receive the highest level of customer service and have access to the expanded range of products and services offered by EO Johnson.



# EO Johnson Named 2022 BBB Torch Awards for Ethics Winner



We are proud to announce that EO Johnson Business Technologies was named a 2022 Better Business Bureau Torch Awards for Ethics winner.

Since 2003, the Better Business Bureau (BBB) has honored businesses and non-profit organizations of all sizes that meet the

highest standard of ethics and trust among their employees, customers and local communities, embodying BBB's mission to advance marketplace trust.

"My dad, Emery O. Johnson, always believed if we do what's right, the right things will happen," said Mary Jo Johnson, Owner and CEO of EO Johnson Business Technologies. "That remains the very blueprint of our organization today, and I know he would be proud that this organization continually lives up to that ambition."

At EO Johnson Business Technologies, we promise to make your business better. As a world-class business technologies and managed IT services leader, EO Johnson also provides managed print services, secure document management, scanning, business processes improvement, production print and wide format equipment.