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WE KNOW WHAT DOCUMENTS GO THROUGH



May-June 2009 Newsletter



Building a Case for Document Imaging

Organizations today are considering electronic document imaging to tame the paper beast and enhance business performance. But given the financial and time investment needed to implement a document imaging program, getting consensus among senior decision-makers can sometimes be a challenge. Winning end-user support is another obstacle that must be overcome. What are some of the key benefits for change? These are the four C's of document imaging:

Cost Containment - Paper environments are costly to maintain. Paper files take up valuable real estate, require significant and ongoing expenditures and often put a strain on a company's overstressed human resources. Document imaging can eliminate or minimize most of these expenses. Imaging not only translates to cost savings in real estate, it also opens up that space for other business activities.

Customer Service - IDC Canada says that each year, companies lose \$14,000 worth of productivity per employee because workers can't find the information they need to get their work done. But there's another casualty in this struggle: the unhappy customer who can't get his problem resolved quickly enough because a company employee must

first go hunting in the file room for the customer's contract or work order form. In organizations that have implemented imaging for customer files, employees can instantly retrieve these documents through their computers - usually while they're still on the phone or face-to-face with the customer - cutting down on waiting time and speeding up the resolution of the problem.

Collaboration - Sharing paper-based documents has become a tricky challenge for employees, especially when large files are involved. It is a problem when files are needed at the same time by multiple people. Document imaging solves this problem by allowing several users to access the same file from one electronic location at the same time. The collaborative process is immediately enhanced because they all have the information they need to make a team decision and take action.

Compliance - Some regulations require organizations to produce, on demand, financial data and other types of information for reporting and auditing purposes. Organizations failing to comply with these requirements face financial penalties and in some cases, they face criminal sanctions. Having all files stored electronically can speed up reporting and auditing. It presents a positive image to auditors and regulators, since it conveys your company's commitment to stringent organization.

To get started on a document imaging initiative customized for your workflow requirements, contact your Milner sales rep today!

Milner Document Products, Inc.

MILNER is one of the nation's largest independent HP and Ricoh dealers, leveraging new technology through Comsquared, EFI, Ricoh, Lanier, HP and Okidata. MILNER's renowned after-sale support is backed by over 60 years of experience. Our specialists analyze your document workflow to determine which application processes best support your business needs.

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Document Process Management Efficiency Checklist

If more than three items below apply, your office probably has significant untapped opportunity to reduce print cost, increase asset utilization, and improve productivity.

- No comprehensive strategy exists for document process management
- Presence of personal desktop printers
- Too many devices per employee
- Many different types and brands of devices
- Presence of analog copiers
- Presence of digital copiers that are not networked
- Any printer over three years old
- Presence of both printers and copiers in the same common area
- Devices that only output on paper
- Lack of a performance management solution to measure document processes



Taming the Total Cost of Ownership

An unmanaged print environment leads to lower productivity and inefficiencies for end users as well as creating support headaches for help desk staff and problems relating to managing the process of stocking and reordering supplies as they are depleted. When it comes to the total cost of ownership (TCO), most organizations do not fully understand the hidden costs of printing. This relates not only to the upfront printer purchase price but also the running costs. A fragmented and disparate printing environment is unmanageable, strategically ineffective and costly—but through better Managed Print Services (MPS) these problems can be mitigated.

Often organizations try to assess their print environment using internal resources to save the cost of running a more expensive third-party assessment. However, more often than not, because of the scale, complexity and escalating costs of their printer usage, many are turning to outsourcing MPS. Milner does not charge customer's for an MPS analysis. And there are many other things that make our MPS program stand out from competitive programs.



Protecting Confidential Information

In the last two years, 85 percent of businesses have experienced a data breach involving the loss or theft of consumer or employee data. In that same period of time, more than 150 million records have been exposed. The financial implications stemming from the theft of proprietary information in the workplace are startling, as the crime cost U.S. businesses and consumers \$56.6 billion in 2005. On average, data losses cost companies \$182 per compromised record in 2006, an increase of 31 percent from 2005. Shredding is just one of many ways to safeguard information.

Businesses should implement office guidelines for all employees' procedures for protecting sensitive information. They should also keep sensitive information locked away. Restrict access to those who need it and closely watch your files. Working with the IT department, limit the access employees have to electronic files. Companies should also utilize up-to-date anti-spyware and firewall software. Also check to make sure wireless networks are protected with the proper security settings. Lastly, it's invaluable to limit the use of social security numbers and to run background checks on potential employees.

Realizing Savings Company Wide

In a typical business environment, printers, supplies and support can make up 10 to 20 per cent of an IT budget. Paper output is growing at 21 per cent per year. And up to 50 per cent of all help desk calls are printer-related. Most managed imaging and printing services take a holistic and flexible approach to developing and delivering the solutions that can enable institutions to understand and reduce their ownership costs, get the best ROI and improve their efficiency.

By employing a monthly service fee model, as well as pay-per-use and flexible payment options, organizations can benefit from having innovative technology and the assurance that their expenditures and utilization rates are maximized. In the planning phase, an organization obtains a detailed understanding of its needs through assisted and self-assessment services. In deployment, a managed print service can assume day-to-day management of all devices, including remote monitoring, onsite fleet administration, service portal, job accounting and document capture.



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RICOH REMAINS NO. 1 IN THE U.S. MFP MARKETSHARE

Retains position as the top provider of color MFP's

West Caldwell, N.J., April 21, 2009 — In the annual Gartner U.S. copier market report for 2008, Ricoh Americas Corporation holds the number one spot for a second straight year in the combined black and white and color copier segment with a 21.4 percent market share. Ricoh leads the pack for the sixth consecutive year with a 22.2 percent stake in the individual color copier market. In the black and white copier category specifically, it came in close second with a market share of 21.1 percent. These percentages are calculated by counting only for copier/MFP models that are sold through dealer and direct sales, excluding models sold through the retail channel (Printer, Copier, and MFP Annual Market Share, United States: Database. February 8, 2009).

"Ricoh Americas Corporation continues to be a leading player in the black and white and color copier market place and we believe this is due to our strong commitment to offering businesses affordable, high-quality document output solutions," said Kirk Yoshida, chairman and CEO, Ricoh Americas Corporation. "By keeping our finger on the pulse of our customers document management needs, Ricoh is able to design printing devices that not only fulfill copying requirements at a low total cost of ownership, but also provide a value add by helping our customers comply with government mandated security and environmental regulations."

Ricoh offers a full range of digital imaging products suited for any workgroup environment, including color and black and white multifunctional copiers, printers, facsimile systems, scanners, digital duplicators, wide format copiers and digital cameras. Further information on Ricoh's products and solutions can be found at www.ricoh-usa.com.

Ricoh Makes "Global 100" List Recognized for 5th straight year

Corporate Knights Inc. of Canada has selected the top 100 corporations in the world every year since 2005 by evaluating the sustainability of more than 1,800 large corporations in all business sectors based on research and analysis. The companies selected for the Global 100 were judged to be the global corporations with the most effective management approach to environmental, stakeholder capital, human resources and governance issues. Achievement in these four areas has been evaluated as a key indicator of management quality and long-term financial performance. One of the overwhelming factors in Ricoh's favor was the company's "Year 2050 Extra-Long-Term Environmental Vision," and how its current management strategies all support this initiative.

Document Management Terminology

Batch Processing - A technique used to scan many pages at once.

Document Imaging - Software to store, manage, retrieve and distribute documents.

Electronic Document Management - Imaging software to manage E-documents.

Forms Processing - Application for handling pre-printed forms.

Full-text Indexing and Search - Enables the retrieval of documents by word content.

Index Fields - Database fields used to categorize and organize documents.

OCR (Optical Character Recognition) - A software process that recognizes printed text.



IT Terminology: Do You Speak Geek?

If you are like many business people, you may need a little refresher in our industry's new information technology (IT) vocabulary. Below are definitions of commonly used terms to help your next conversation with IT personnel.

TCP/IP - (Transmission Control Protocol/Internet Protocol) is the basic communication language or protocol of the Internet. When you are set up with direct access to the Internet, your computer is provided with a copy of the TCP/IP program.

DPI - (dots per inch) is a printing term that describes the number of dots per inch that are used to create an image, and measures quality of printed images.

FTP - (File Transfer Protocol) is a standard Internet protocol that is the easiest way to exchange files between computers on the Internet.

HTTP - (Hypertext Transfer Protocol) is the set of rules for transferring files, including text, graphic images, sound, video, and other multimedia files.

OCR - (Optical Character Recognition) involves computer software designed to translate images of typewritten text or pictures of characters, into machine-editable text.

POP3 - (Post Office Protocol 3) is a client/server protocol in which email is received and held for you by the Internet server. This standard protocol is built into most email products.

Knowing these terms will help you understand IT better, however, they are just the tip of the IT iceberg.

The Right Paper for Your Business & Equipment Needs

The paper that you use in your copier or printer has an enormous effect on the final product and can impact the serviceability of your office equipment.

When selecting paper, start by considering how it is going to be used. Sometimes higher speed copiers and printers perform better with higher quality paper.

Color quality can vary substantially depending on the grade of paper stock, and service calls for poor copy quality can often be avoided by using paper made specifically for color reproduction.

When color printing equipment produces images that wrinkle, jam, offset, fade or smudge, make sure the paper being used is the right weight and texture.

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