

April 2023

Rep Name: Keith Degen
Rep Title: Major Account Executive
Client Name: Old Second Bank
Client Location: 40 Various Locations

Revenue for the Deal: \$90,000

Overview

Old Second Bank needed their users to have a secure way of accessing data from any device.

Problem / Challenges

The users were scanning documents to their email, and those documents were taking up a lot of space on their drive.

Additionally, there was no way to know who addressed which scanned documents, and there were no procedures in place to accomplish this for any of the scanned documents. Old Second Bank had a very strict security policy that any solution would have to meet their compliance standards.

The Solution

We introduced Old Second Bank to the **Paragon Phoenix, Dispatcher, and Bizhub Secure Platinum as a solution to address their challenges**. Old Second Bank's users are now scanning all of their documents to a departmental folder. There are notifications that trigger a department head to their email addresses to let them know there are documents in that folder that needed to be addressed. Konica Minolta was able to meet their security compliance requirements.

Rep Name: Rich Fredenburgh
Client Name: AAA Club Alliance Inc.
Rep Title: Major Account Executive
Client Location: Wilmington, DE

Revenue for the Deal: Total - \$539,000 and Software - \$199,000

Overview

AAA Alliance is a current customer that was looking for a better solution than their current print management solution they were using.

To start this project, we replaced the remaining Ricoh's MFP's that they had in their fleet (29 Ricoh MFP's). We also updated and replaced all of their A4 fleet and single function printers for this project as well. The total revenue for this project with Hardware and software was \$539,000.00.

Problem / Challenges

They were using the software Ciretto for their current print Management solution but that solution did not have secure print and the level of security that they were looking to migrate to.

The Solution

We did an assessment on their entire fleet and proposed Pharos Beacon as the Enterprise Solution replacement for their current Ciretto Solution. Pharos Beacon gave them secure print and added another layer of security for their entire Enterprise as well as giving them the transparency that they were looking for. In doing so, we were able to take out the remaining Ricoh fleet and have become a true single vendor partner for AAA Alliance.

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Rep Name: Dan West / John Dougherty
Rep Title: Major Account Executive / SSE

Client Name: Gaudenzia Inc.
Client Location: Norristown, PA

Revenue for the Deal: \$73,000

Overview

Gaudenzia brought in a new CIO in 2021 who was tasked with reducing their IT spend and saw a reduction of their MFD fleet and associated print volumes as pathway to meet these goals. (First thing the CIO did was cancel MPS program which had been in place since 2018 as he did not buy into the value of such a program)

Problem / Challenges

Gaudenzia had a small IT staff (6 staff members over 4 regions and 100+ programs) with high turnovers that has traditionally struggled with managing a large printer fleet (usage tracking, volume reduction, pushing out print drivers, etc.)

Almost fully in the cloud with no on premise print servers, Gaudenzia failed to fully integrate an Equitrac solution in a previous attempt at implementing a managed print solution in 2016 and abandoned project mid-stream.

The CIO who started rightsizing the project left just after approving us to proceed but before signing. The CFO put breaks on moving forward until the new CIO was in place.

The Solution

After first proposing Pharos Beacon, we switched to PaperCut with Auto Print Deployments due to integration with the existing Ratarus cloud fax solution and ease of managing drivers, etc.

By bundling this solution with a unit rightsizing for volume and elimination of redundant units, we were able to add this solution and still decrease their overall monthly spend by \$4,000 per month on a OneRate lease that was a couple hundred dollars per month higher than the CPC plan would have been.

The new CIO was thrilled that we already had the plan in place when he arrived and was fully on-board with the PaperCut solution and actually added 16 units that the previous CIO had planned to eliminate to bring the total deal size (hardware & solution) in at over \$225,000.

Next step is to assess their updated print environment once the rightsizing is completed for a new MPS program as the new CIO sees value in this as well.

April 2023

Rep Name: Tim Bohan

Rep Title: Named Account Executive

Client Name: Pender & Coward

Client Location: Virginia Beach, VA

Revenue for the Deal: \$16,052 MRR and \$23,157 Projects

Overview

Pender & Coward is a 100 employee law firm based in Virginia Beach, VA with aspirations of operational excellence. They have 3 physical locations across VA.

Problem / Challenges

Pender & Coward's current provider was not meeting the standards of the firm, and it was decided by the organization that they would not be a partner with them moving forward. This was mainly because the partners were losing productivity and had no legal expertise. Also, the current provider did not have the scale to support the firm's future initiatives nor the risk mitigation knowledge to protect the firm from a cybersecurity stand point.

The Solution

All Covered was selected as the partner of choice per our champion (Director of IT) because AC & KMBS:

- Listened to their needs from the beginning
- Helped the organization build a roadmap of success
- Scale, Legal Knowledge, Risk Mitigation, Support Capabilities (including App Dev, Document Management Migration, Microsoft Knowledge)
- The Legal Document Management team did a fantastic job on the migration project to earn the client's trust
- Received expertise, knowledge, and care from the team members that were brought into the deal
- Helped them "Utilize What They Currently Pay For"

Services: ACC, ServiceNow, M365 Licenses, Vulnerability Management, SIEM, MEDR, and more to come