

DX SUCCESS *Gazette*

Recognizing Outstanding Performance in DX Sales and Participation



Tim Bohan

NAE - Virginia Beach

IIM Revenue (Square 9) - \$40,660

Client: Woods Rogers Vandeventer Black - large firm with 160+ attorneys. Purchased Square 9 to automate their conflict approval process.

Challenges:

Multiple forms being used

Form is not always filled out properly

Process is not always followed correctly

Timelines are not always hit

Tracking is tedious and cumbersome

Accountability

Solution

Intuitive Dashboard

Simultaneous notifications

Accelerated approval times

End user access with any device
(smartphone/tablet/computer)

Scalable software

In-house workflow builds

SOC 1, 2, and HIPAA compliant

A streamlined more efficient process

The client is thrilled with the workflow – GREAT JOB TEAM!

Tracy Whitaker

SAE – Memphis

DX Revenue - \$500,000 through
December

Good performance isn't just one large take-down.....its consistent performance.

Tracy Whitaker has turned in over 50 DX leads since April 1st. She invites her ITSC James Gruggett on every PAR and more often than not they uncover IT needs for their respective clients (**this is a BEST PRACTICE that all reps should be doing**). She has had a great mixture of MRR, Projects and Procurement. In December, she finalized a deal for \$120,000 that consisted of Smart Boards, AV equipment and their installation in Conference Rooms for a current MFP customer.

She uses her relationships and outstanding customer service skills to find what the customer has budgeted for their IT for the upcoming year and they are always more than happy to allow her to quote on their needs.

Tracy is currently at 180% of her overall annual quota and has generated over \$500,000 in DX sales year to date with more to come in Q4.

Great job Tracy!!!!!!

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Luke Schmidt

NAE –Downers Grove

IIM Revenue – \$136,475 (Net New Business)

SSM - Antonette Tobin

PPS - Pat McAvoy

IIM consultant - Clem Klima

Brand new to the Heartland Government Team, Luke Schmidt, NAE out of the Downers Grove branch has been pounding the pavement introducing himself and our KM portfolio to government entities throughout the south side of Chicago and NE Indiana. Luke recently visited the City of Yorkville, a new business account, with both Pat McAvoy and Clem Klima. Luke was responding to an RFQ for wide format and also had uncovered interest on scanning services. The scanning took precedence with the City. Clem brought up our Six Sigma certification and the customer found this information to be the key. The City had entertained multiple scanning solution companies in the past and even had multiple proposals. The knowledge that Clem brought to the meeting was so impressive, that the City formed a departmental committee and worked with various departments to present the information to the board. The board ruled that Konica Minolta was the best choice for their City, and moved forward with the project. Konica Minolta was not the least expensive, but the knowledge, tenacity, and follow up proved to be the deciding factor for the board to pass the \$ 136,475.00 BPO project in December. Luke and Pat continue to address the wide format need in the Community Development area.

Patty Kent

SAE - Denver

SSE – Brian Harris

Dispatcher Revenue -17,338.45 not incl. H/W

Our current customer, The Denver DA upgraded their MFD Fleet (of 40 Units) in April 2022. During a conversation with the Solutions team in the fall, we uncovered the existing Autostore license that was due for renewal in December 2022. With the delivery of the new fleet quickly approaching (supply chain delays), the customer wanted to renew the Autostore license so it would coincide with the installation of the new units. **A proposed cost of \$8,332** was shown for the renewal. The customer balked a bit at the price of the renewal, and asked what was included in the cost. Brian Harris, the SSE for the Denver market, began conversing with the customer to uncover what pain points they were struggling with, and ultimately Dispatcher ScanTrip came up as a solution that would meet the customers requirements and save them money. The ScanTrip solution which will be implemented in January 2023, was \$17,338.45. Brian Harris deserves all the Kudos on this one! He uncovered a solution through a strong business relationship, by relating with the customer and understanding what the customer was looking for. The deal would have been \$8,332, instead, we more than doubled it! \$17,338.45 and the customer is thrilled with the solution! Great job Patty and Brian!

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Vincent Dixon

NAE Anchorage, Alaska

Solutions Revenue - \$153,000

Yukon-Kuskokwim Health Corporation is an existing client that has continued to trust Konica Minolta/All Covered for many years. We have been engaged with the client on many different aspects of their DX journey, along with Konica Minolta multi-function devices, YKHC also has print management solutions along with All Covered IT Services consulting services around HIPAA Assessments, so naturally when they started looking to solve some of their patient record and invoice scanning, they turned to Vincent Dixon and the Konica Minolta team.

During one of Vincent's meetings with YKHC the client discussed the options available to expand on their existing solution for print management to include scanning incoming invoices and patient records into their Cerner electronic health records platform. As the discovery continued with the client, the contact attended one of the Konica Minolta HIMMS shows and discussed their needs with the All Covered Healthcare team. Vincent also had the solutions team working on the expansion of the print management platform to include the scanning functionality, along with the All Covered team with their ConnectedCare offering. Konica Minolta provided 2 options for the client each with the goal of providing YKHC with a productive way of scanning and automating invoice and patient record ingestion into their EHR platform. The unique part of this client engagement was that Konica Minolta's All Covered, and Solutions teams presented both options as a team to YKHC and articulated the features and benefits to YKHC with each solution and allowed the client to select the best fit based on their needs today. Ultimately YKHC chose to expand their print management platform with the scanning functionality but experienced the breadth of offering Konica Minolta has in the healthcare space.

The entire Konica Minolta team from sales, solutions, admin, product marketing received the PO from YKHC, processed the paperwork and sent the PO to Kofax in under 2 business days! The sales manager Jonal Machos was updating the product marketing team, the shared services order processing team hourly at each step of the way to make this deal happen in December for the client and Konica Minolta.

Account Team

Vincent Dixon - NAE

Jonal Machos - Sales Manager

Solutions Team

Matt DeBenedetti - Services and Solutions Sales Executive

Shawn Whipple - Director - Professional Services and Solutions

Congratulations Alaska Team!