July 2023

Rep Name: Chloe Ball
Rep Title: MAE

Client Name: Learning Care Group
Client Location: Novi, MI

Solution: Cloud Faxing
Revenue for the Deal: **$179K (Second Phase InterFax Deployment & Professional Services for managed deployment)**

Overview

Learning Care Group is a provider of early education and child care with a top priority of keeping children safe, healthy, and learning in a clean, secure environment across more than 1,070 schools and 11 unique brands.

Relationships really do matter! Keep making them, don't burn bridges and they will follow you. One of Chloe Ball's contacts changed jobs before the pandemic and reached out to her asking for her assistance in setting up the right GPO to assist with purchases.

Leading with CoVest and our OneRate program Chloe was able TAKE this account away from Ricoh **securing KMs largest CoVest Win to date as part of our Tier One Strategy!** 1,600 devices across 1,600 locations and replacing a competitive fax solution across the fleet.

Problem / Challenges

Incumbent Ricoh had a XM fax partnership deployed in a secure and encrypted way. LCG had just deployed this solution within the past year and it had put a huge strain on their internal IT as they had to coordinate the porting of all of the DIDs themselves. KM was not able to integrate with their existing fax solution in an encrypted method.

The Solution

Our team (Daniel Thomson) found a highly secure cloud fax solution with Interfax. This solution not only solved all of LCG problems but it was also a cost effective solution.

What was truly unique about this solution was the fax volume was not large but we needed a solution to cover 1600 individual locations (phone numbers) with a centralized cloud fax management.

The team was able to show an ROI to replace the newly installed solution and show how we could remove their IT burden with a managed deployment – PC, Ashley Walsh!

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July 2023

Rep Name: Rebecca Tippy
Rep Title: MAE
Client Name: Florida State Attorney's Office
Client Location: West Palm Beach, FL

Solution: Dispatcher Phoenix (Office Products Solution)
Revenue for the Deal: $19K

Overview

The state attorney's office was considering a hardware add-on to conform to the new document format standard. KM was able to show the client the added benefits of Dispatcher Phoenix in the legal market with automated redaction capabilities. They also were able to see the long term value of owning the solution and not having to repurchase the same functionality at lease refresh.

Problem / Challenges

The state of FL now requires court documents to be stored in the pdf/A format.

The Solution

The customer is now able to easily convert their documents to the standardized format and route them more efficiently to their storage location. They are also now utilizing the automated redaction component to save their staff excessive time on this process.

July 2023

Rep Name: Kyle Lawrence
Rep Title: KMBS Sales Manager
Client Name: Keeco LLC
Client Location: Southern California

Rep Name: Brady Bower
Rep Title: ITSC

Solution: IT Solution Services
Revenue for the Deal: $298,800 in Board Credit /$23,400 MRR + $18,000 On-boarding Project / Expansion Opportunities: $19,000 AC Cloud MRR + $33,000 Help Desk MRR)

Overview

Keeco is a home textile supplier, specializing in bedding, bath, kitchen textiles, table linens and patio mats. Keeco's retail partners include Walmart, Target, Bed Bath & Beyond and Macy's. Keeco's line of textiles can be found in products sold by Brookstone, Serta, Nine West and many other manufacturers.

This net new opportunity with Keeco LLC began due to the relationship that KM sales manager Kyle Lawrence built with Maria the IT Director of Keeco's latest acquisition Hollander.

The Solution

Keeco contracted with the MIT Services team for MEDR, SIEM and Incident Response Planning. KM won this deal **due to the depth of resources on our team**, as well as our ability to offer all these strategic solutions. Not only were our competitors more expensive, but they were also not able to offer all these solutions together. This set KM/AC us far above the competition.

Problem / Challenges

Keeco was grappling with constant **security challenges** that hindered their growth and jeopardized their sensitive data. They were looking for a strategic partner that could deliver a comprehensive security plan that would fortify their defenses and maintain the compliance they were striving for. There was a **recent acquisition** (growth – compelling event - IDEAL DX) and there are **approximately 350 users (**between 50-500 users)

Konica Minolta/All Covered Team

Kyle Lawrence, KMBS Sales Manager
Inbo Lee, KMBS Area Vice President
Lyon Peraji, KMBS Market Vice President

Brady Bower, ITSC
Saranjam Khan, ITSC
Ryan Rad, Area Sales Manager

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July 2023

Rep Name: Rodney Jeffries
Rep Title: KM Rep
Client Name: A-1 Construction
Client Location: Texas

Rep Name: Nathan Cox
Rep Title: ITSC

Solution: IT Services Solution
Revenue for the Deal: Managed Services 5,058 MRR ($ 60,000 Board Credit)
Project services - $ 10-20,000 minimum for Staff Aug and SharePoint

Overview

Cold Calling tag team of ITSC and KM Rep actually WALKED into their office at just the right time.

The customer was in a full-scale outage, and we were able to pull together, put people in place, get contracts pulled together and worked tirelessly over the weekend to solve their issues**.**

Problem / Challenges

A-1 Construction experienced a complete IT system failure, rendering them unable to carry out essential work.

Missed submitting a $1 Million dollar proposal and lost the work for a job. *(Downtime unacceptable)*

Internal IT resources were out of town and not reachable

(*Unhappy with their IT support)*

The Solution

- Managed Services 5,058 MRR ($ 60,000 Board Credit)

- Project services - $ 10-20,000 minimum for Staff Aug and SharePoint

Konica Minolta/All Covered Team:

Rodney Jeffries, KM Rep
Emmanuel Torres, Sales Manager

Nathan Cox, ITSC
Eric Ihlenfeldt, ASM

July 2023

Rep Name: Ozzie Soto
Rep Title: MAE
Client Name: Interval International- Marriott Hotels
Client Location: Miami, FL (Miami, National, International)

Solution: Planet Press (Production Print Variable Data software)
Revenue for the Deal: $78K

Overview

Dennys Blanco, our PSC assigned to this account opened a discussion for the benefits of transitioning from Planet Press only to Planet Press Connect. This dissuasion began in July of 2021.

This project has been an active opportunity with ongoing meetings with the customer team over the past 23 months. There has been an exchange of information presented by Dennys Blanco, in weekly/monthly meetings over this entire time in perusing this account to satisfaction over this extended sales process headed by Dennys Blanco. Proposals presented with specific modifications were a constant challenge, which were overcome to satisfaction with the Sale being completed in May 2023.

Situation

This is a current customer who is using our Planet Press creation software and the Customer requires a solution that will produce HTML email and print trip reservation confirmations on demand. The Solution will provide an HTTP endpoint for email confirmations, and another for print confirmations. When a JSON data file is posted into either of these folders by the system, it will immediately produce the appropriate output.

The documents will require variable data replacement, conditional display of design elements and content blocks, conditional color scheme changes, and translation of static text based on the language indicated in the data.

The HTML Email documents will be created using the HTML produced by the Customer which has already been optimized for email delivery. Once imported into the PlanetPress Connect Designer and modified to add the data replacement functionality, future development will be done within the PlanetPress Connect Designer.

July 2023

Continued: Interval International- Marriott Hotels

The Solution will also produce and save a self-contained HTML file which is a copy of the HTML email. This will be saved to a network folder for archival purposes. This can be used by the Customer for display within their web portal. The integration of this archival HTML file into the Customer's web portal is not covered under this scope.

The HTML email will be sent to the specified recipients via SendGrid immediately upon processing the data file. This delivery will be accomplished using the Objectif Lune SendGrid Connector. The Customer must provide any desired category names and email headers if these are to be sent with the email.

The print documents will be composed in the PlanetPress Connect Designer from scratch based on the samples provided. These documents will require the same variable data replacement, conditional display of design elements and content blocks, conditional color scheme changes, and translation of static text as the HTML documents. The print documents will be output as an individual PDF for each record immediately upon creation and saved to a network output folder. Print documents will be released to print as batch jobs, sorted by job type.

Problem / Challenges

The customer wants to implement an HTML workflow transitioning into a more vibrant and user-friendly format. Customer requires a consolidated workflow that includes variable date, email response and archive in addition to automatic response with records management.

The Solution

All goals which were outlined and within the scope of the software upgrade from the Planet Press version to the Connect version were met to satisfaction. Many of the requirements, which were outlined were met and many were exceeded with extended capabilities.

Team Support

Special thanks goes out to:
- Dennys Blanco, PSC for leading this account development over the 23-months
- Tony Leone and his development team from Objectif Lune, now Upland and all their support
- Matt Garry for his technical input and support for Dennys Blanco though this entire process
- Ozzie Soto for maintaining the relationship with his customer and this projects success