

of the company and the careers of the employees. With its sales force getting a better understanding of the IT world, Fraser is able to pursue a higher quality of technology support systems and adapt new processes that have been streamlined the past year.

Biggest Accomplishment of the Past Year: Adding 3D printing to its lineup of tools and its company culture.

5 Reasons We Consider Fraser-AIS Elite:

1. Revenue for the first six months of 2014 is up by 16.67 percent while net operating income is up 10.9%.
2. Its focus on getting customers in the door to receive an educational experience of what the dealership can provide. Its demo and showroom is split into five areas: Global Support, Disaster Recovery, Document Management, 3D Printing, and Production & Graphics equipment. This has helped Fraser become successful in building relationships with IT professionals by getting them in its offices and providing them with a hands-on experience with what Fraser has to offer.
3. Customer Appreciation. Fraser prides itself in thanking their customers. Throughout the year it holds many customer appreciation nights or networking events focused solely on customers. These events are co-sponsored with Fraser's vendors and provide a great way to get its vendors some face to face time with the people that use their products every day. These events build personal and professional relationships that last between Fraser and its customers for 30+ years.
4. The various programs and commitments in place that promote change and new ideas, which are then brought to the leadership team. One of its biggest successes was the creation of the FAST Team, Formative Action for Successful Teamwork. This team is made up of employees from accounting, billing, customer support, and the leadership team who meet quarterly to discuss problems as well as ideas to help

- streamline all aspects of the workflow that they handle every day.
5. Fraser's Global Support Center. The Global Support Center and Virtual Intelligence Software (VIS) continue to evolve and provides an unmatched level of service to Fraser's customers. To keep its service one step ahead of the competition, Fraser has created an internal position for a VIS Specialist. This person is responsible for setting up new customers, creating and reporting on service and supply alerts. She works closely with the Global Support Center team to provide great support for our customers.



Frank Cucco,
President

Impact Networking LLC

Waukegan, IL
www.impactnetworking.com

Year Founded: 1999

Principal/President/CEO: Frank Cucco

Number of Employees: 182

Primary Vendors: Konica Minolta, Kyocera, Riso, KIP, Muratec

Primary Solutions Offerings: DocuWare, ObjectifLune, NSi, PaperCut, ViaWorks, Square 9, Kofax, MPS

Primary Supplies Vendors: Konica Minolta, Kyocera

Primary Leasing Partners: GE, Key Leasing, Everbank

Approximate Yearly Revenues: \$45 million

Fastest Growing Segments of Impact Networking's Business: Document Management (30%), MPS (25% year-over-year growth rate for

overall MPS service revenue, 90% in new monthly billings), Online Marketing (175%), Production Print (10%)

Biggest Accomplishment of the Past Year: Breaking ground on its new flagship corporate headquarters. This was a true symbol of the dealership's growth and success.

5 Reasons We Consider Impact Elite:

1. Integrations with Out-of-the Box Software. A unique service Impact offers is custom solutions tied into off-the-shelf software. As a result Impact has seen a substantial opportunity to cross-collaborate strategic service offerings (Document Management software—PaperCut, PlanetPress and ViaWorks, etc.) with its Creative Services Group's custom application development skills. Recently, it's been leveraging this collaboration between the Document Management team and Creative Services Group to focus on automating office workflow tasks. While the bulk of its engagements have been focused on lowering cost and increasing efficiency with its document management and MPS hardware solutions, this collaboration takes these ideas even further. Impact will assess business workflow scenarios, such as payroll processing, invoicing, taking orders or packing inventory, and identify redundancies and replace them with cost saving automation. Impact's team of software developers can write custom applications to allow for the sharing of data across multiple software suites: a client's ERP system can talk to its payroll system and their in-the-field sales people can place real-time orders into the ERP using tablet-based web apps. These integrations can eliminate redundant data entry and streamline a clunky out-of-date business process. Having this staff in-house adds a level of expertise not commonly seen in this industry.
2. Its Updated Showrooms. This year, Impact focused on upgrading its showrooms to enhance this experience because 60 percent of customers who come in for a demo

become customers. The dealership has moved its Chicago office to a new space on Michigan Ave, spacious enough for an additional sales team. The office is state-of-the-art with new Impact branded displays and technology. It added new formal conference meeting spaces with upgraded technology for presentations, and the Chicago office has a café for less formal and casual client meetings. Impact also completely gutted and renovated its Brookfield office to accommodate a bigger showroom with upgraded technology.

3. Impact has one of the most comprehensive mentorship programs and ongoing sales and equipment training in the industry, allowing it to continually refine employee skills and give them the tools they need for success. Employees undergo a rigorous two-week training program and are encouraged to use part of their workday for research and education, such as reading the latest industry news, trends, and strategies. The majority of its branch managers began as entry-level sales reps and worked through the ranks. This practice of promotion from within has maintained a high percentage of employee retention in senior level positions.
4. Its Creative Services Group. This Group supports other Impact departments with custom client solutions in addition to offering direct services to Impact's customers, including branding, marketing collateral creation, custom website design and development as well as CRM and backend database development. Impact's Creative Services Group also recently began offering online marketing and social media management services to help strengthen its clients' brands across the web.
5. Its charitable efforts. Impact is involved with several organizations, and since the dealership stresses how important community involvement is to its employees, each region supports their own charity. The dealership currently has four organizations that it works with, the largest being its Letters to Santa program that is

supported by Impact's Illinois branches. Last year, Impact employees raised \$14,760.50 for its Letters to Santa Program.



MOM's headquarters in Cincinnati, OH



Kevin McCarthy,
President & CEO

Modern Office Methods (MOM)

Cincinnati, OH
www.momnet.com

Year Founded: 1957

Principal/President/CEO:
Kevin McCarthy

Number of Employees: 185

Primary Vendors: Canon, Lanier/Ricoh, Samsung, HP

Primary Solutions Offerings: Managed Print Services, Document Management, Mobile Workforce & Cloud Printing, Production Print Solutions, Document Capture Solutions, Cost Recovery & Security Software, Electronic Form Solutions

Primary Supplies Vendors: Supplies Network, LMI

Primary Leasing Partners: US Bank, Wells Fargo, DLL

Approximate Yearly Revenues: \$40 million

Fastest Growing Segments of MOM's Business: The strategy and focus on the MPS program has paid off and MOM grew this area of the business by 145 percent in 2012. Devices under contract grew by over 110 percent in 2011 vs. 2010, and annual clicks under contract grew by more than 130 percent.

Biggest Accomplishment of the Past Year: For the second time in four years, MOM was named the 2013 Image Source Magazine Outstanding Service Program. MOM also was the back-to-back winner in 2012 and 2013 for Community Involvement from the Cincinnati USA Regional Chamber of Commerce.

5 Reasons We Consider MOM Elite:

1. Its FleetCare Managed Print Services (MPS) program, which has been a key driver of future growth.
2. Its aggressive growth strategy has been fueled by the acquisition of two separate document solutions companies, both former Xerox office equipment dealers. Both companies brought different strengths to the table from production print to rural market relationships. These acquisitions have taken MOM into an industry sector where it did not previously have a presence.
3. Being awarded the 2014 Corporate Community Service Award at the Blue Ash Awards. Through its efforts with the Jump START Your Nonprofit contest and MOM Live Well – Work Well Wellness Team, the dealership has become a leader in Community Involvement in the markets it serves.
4. The four-step process that MOM's sales reps follow when they become engaged with a new prospect. The four key words that are associated with this process are "CLARIFY, SIMPLIFY, IMPLEMENT, REVIEW. MOM's approach is consultative, so it must first CLARIFY the needs of each specific client because they are all different. Sales reps then work to SIMPLIFY the client's current state. Next, MOM IMPLEMENTS its strategy to fit the client's culture