

Building a **Better Office**



Learn how Document Technology Solutions
can save your business time and money

What are Document Technology Solutions?

How do you create, share, store and retrieve documents? Ray Morgan Company's Document Technology Solutions make a document **more efficient** over its entire life cycle.

THEN NOW

1. PRODUCTION



Print



Applications

2. DISTRIBUTION



Hand deliver to inbox



Cloud share/network

3. STORAGE



Filing cabinets



Digital storage

4. RETRIEVAL



Look through file folders



Document management

The Next Era of Doing Business

Ray Morgan Company leverages technology to save your company time and money

BY MICHELLE CARL

The workplace is evolving. Gone are the days of hulking filing cabinets and the intraoffice migration of paper from one desk to another to another.

We've gone from machines that produce seven copies per minute to those that can churn out 100 in that same time. Copy machines don't just copy anymore — they print, scan, fax, e-mail, collate and staple. We don't even need to print — we have “the cloud” which enables us to work from any device anywhere.

Today's technology is making workplaces more efficient. If you're a business owner, you don't want to be stuck in the past — because it could be costing you time and money.

Enter a new era: Ray Morgan Company is a Document Technology Solutions company that specializes in helping businesses improve efficiency and cut costs.

“We have evolved from a hardware-centric company to a technology-solutions-based organization,” says President Greg Martin. “We utilize a consultative, collaborative process to meet and exceed our clients' goals.”

That process starts with a unique assessment that analyzes your business' current hardware inventory, outsourcing, paper usage, workflow and storage needs. Using real workplace data, Ray Morgan Company develops a custom plan of solutions that can revolutionize your office.

Martin emphasizes that copiers and printers may be a minor part of a larger solution. Other solutions include applications that allow a paperless workflow, new multifunctional devices that can replace

existing hardware, cloud-based storage and professional IT services.

This detailed assessment separates Ray Morgan Company from its competition — which may be more concerned with sales than engineering an efficient workflow plan for a client. High tech companies have chosen to partner with Ray Morgan Company because of the ability to understand secure complex networks and how to implement the proposed solution in their environment.

“Ray Morgan Company is big enough to matter and small enough to care.”



GREG MARTIN
President,
Ray Morgan
Company

When a customer makes this technology investment, they know it is only as good as the implementation, so they choose Ray Morgan Company because they know it will work as promised and the same implementation team will be there for ongoing support.

Ray Morgan Company not only helps other businesses evolve — it has also evolved alongside changes in the way we work. Ray Morgan Company was estab-

lished in 1956 in Chico by its namesake founder, a tireless businessman who was the salesman and service tech by day and “did the books” at night.

When the company transitioned to its current ownership group in the 1990s, it was just copiers. Executive Vice President Chris Scarff recalls the shift from being a sales company to a technology company.

“When the digital copier was released, ... that changed the impact we had on the day-to-day business [our customers] were conducting,” he says.

Realizing the potential for networking these devices, Ray Morgan Company invested in software applications that could help its customers work smarter. That shift allowed Ray Morgan Company to expand its scope beyond hardware, and today, IT services is the company's fastest-growing division.

“I'm proud that we've always been a little ahead of the game when it comes to technology,” Scarff says. “That's a differentiator for us.”

Now celebrating its 60th year of business, Ray Morgan Company has regional offices across Northern California, Central California, the Bay Area and Nevada, and has an impressive roster of 25,000 customers that range from small businesses to large government entities including some Fortune 500 organizations. Ray Morgan Company was also recently awarded the Sacramento Kings contract for the new arena. Through its excellent customer service, Ray Morgan Company has helped all of these businesses move to a more sustainable, more viable future.

“Ray Morgan Company is big enough to matter but small enough to care,” Martin says.



Debbie McGrath, Business Services Director with Child Start Inc., was concerned about her office's copier costs. She contacted Ray Morgan Company for a free assessment, which ended up saving her organization 30 percent.
PHOTO BY ROBIN CRAIG

Getting Costs Under Control

Assessment process helps business rein in spending and improve efficiency

BY JAMES RAIA

Asking the right questions

When Ray Morgan Company representatives meet with a new client, the goal is to assess the organization's issues and find appropriate Document Technology Solutions. This process includes gathering data and information from the client including:

- ? What are your current top corporate initiatives?
- ? Describe your day-to-day business processes?
- ? What are your challenges in managing your documents, output devices, related services and supply programs with vendors?
- ? Who manages your network?
- ? How do you store, retrieve and disseminate information?
- ? How is your company working toward becoming more sustainable?

Need help answering these questions? Contact Ray Morgan Company today for a free, no obligation assessment at 800-640-6065.

Debbie McGrath has been immersed in the business world for a couple of decades. She's listened to her share of sales pitches, including in her current role as business services director for Child Start Inc., which provides no-cost services to families with preschool children in Napa and Solano counties.

Three years ago, McGrath expressed concerns about her organization's copy machines. She knew they were inefficient, but she didn't have a clear idea of what they were spending or what they could do to control their costs.

Through a referral from their insurance broker, McGrath contacted Ray Morgan Company to assess the situation. She expected another unsatisfying sales pitch — but she got something different.

"I was so incredibly impressed. They put all of these verbal commitments and costs and evaluations into print," McGrath says. "But to get that assessment, they visited all 24 of our company's sites. It blew me away."

Many businesses struggle to track and control printing costs, says Andreas Witt, a Ray Morgan Company regional manager. Next to rent and utilities, printing is one of the largest costs a company incurs — and many organizations are spending more than they think. But Witt knows how to begin the process of gaining control.

"We have a very simple approach and that is to allow us to come in and evaluate a company's equipment, environment, business processes and associated costs," Witt says.

Ray Morgan Company's assessment process includes everything from an inventory of the number and type of printing devices to executive-level goals for the company.

"Once we understand what their objectives and what their goals are, and we have a better understanding of what they are currently doing, we can then provide a recommendation to tie it all together and move them into the right type of technology," says Jim Adams, the consultant who handled this project.

For McGrath's office, the recommendation was to use multi-functional devices that would accomplish more tasks — print faster, scan records, and move and share information electronically. This allowed them to reduce a large fleet of more costly printers as well as start doing more in-house printing, which cut down on vendor

expenses and helped them better meet deadlines. Child Start ended up saving 30 percent of what they were spending on printing.

"Ray Morgan does allow us, through savings of both money and time, to provide a much better and higher quality service to our families," McGrath says.

"To get that assessment, they visited all 24 of our company's sites. It blew me away."

DEBBIE MCGRATH
Business Services Director,
Child Start Inc.

A Winning Equation

Athletic department tackles its copier challenges — and comes out on top

BY JAMES RAIK

Running the University of Nevada, Reno, Athletics Department involves detailed organization. Jerry Cail, the assistant director of development, says a massive amount of paperwork is required to keep track of student athletes from across the Wolf Pack's 17 sports. The volume can quickly become overwhelming, particularly because of the office's antiquated machines and inefficient technology.

Four years ago, the department decided it needed a better way. "Our day-to-day business consists of everybody in this department moving," Cail says. "If we could cut down motion in this department, we would be much more efficient."

The department had copiers in nearly every room, but the machines were either in disrepair or not working. It's exactly the kind of problem Ray Morgan Company embraces. Cail knew of the company's excellent reputation from a previous business experience and invited a representative out to have a look.

"After doing an assessment, we understood what their problems were," says Lance Jauron, the Ray Morgan Company General Manager for Northern Nevada.

Ray Morgan Company suggested the strategic placement of machines throughout the athletics department to cut down on foot traffic. They also had the department start using PaperCut, a software solution that can track printing and paper usage.

"Their people are so responsive that you can't ask for anything better."

JERRY CAIL
Assistant Director of
Development,
University
of Nevada, Reno

"With the implementation of PaperCut, people are being more conscious of their printing, now that they know everything is tracked and where it's going, and they're thinking, 'Do I really need to print this email or other documents?'" Jauron says.

Spiro Theveos, a sales consultant for Ray Morgan Company for 15 years,

has helped many businesses overcome the same hardware issues that hampered the athletic department.

"So many people just don't really have a full understanding of their document technology environment and associated costs. They have old equipment they're running on and it's killing them on ink and toner costs," Theveos says. "We are able to go in and tell them how with new technology and workflow solutions, costs are less, speeds are faster, and productivity is increased."

In athletics, statistics are king. Cail says compiling and printing those stats is a big part of what the department does. If a machine goes down, it's a problem. That's why Cail is so pleased with the efficient machines as well as Ray Morgan Company's dependable service.

"We've had very few mechanical or electrical problems, but when we do, the service is handled literally immediately, within an hour," Cail says. "That is so important to us because we are a very high volume user on almost all of our machines."

"Their people are so responsive that you can't ask for anything better."



Jerry Cail, assistant director of development at the University of Nevada, Reno, says the school's athletic department had too many copiers and many of them weren't working. Ray Morgan Company was able to get their fleet up to speed and improve employee efficiency at the same time.

PHOTO BY ERIC MARKS

Is your office printing too much?

10,000
sheets of paper
(how much a typical
office worker prints
each year)

=

1.2
trees

100 lbs. =

Amount of
waste generated
each year by a
common laser
desktop printer

30% =

Approximate amount
Ray Morgan saves
in money, paper and
trees over unmanaged
printer environments.

Find out how much paper your office can save with the Print Savings Estimator tool at www.raymorgan.com/print-savings-estimator/.



Paperless Solution Makes the Grade

School district gets control of its paper piles –
by going digital

BY JAMES RAIA

Gateway Unified School District employees scan documents using Laserfiche, an electronic content management software used to organize and store documents, which can then be retrieved using search criteria.
PHOTO BY GREG BARNETTE

Security in a digital age

International banks and national retail chains have had high-profile security breaches of electronic data in recent years. Erick Miller, CIO at Ray Morgan Company, is responsible for ensuring his clients' data are safe.

"We are able to encrypt the print datastream from the user all the way to the printer. Other systems can't do that," Miller says. "They can encrypt a portion of it, but they have to decrypt the information before it gets sent to the printer. That's where the vulnerability is to grab printing data."

Ray Morgan Company utilizes Follow Me Print. The intuitive program allows users to hit print as many times as they want, then the documents will be stored until the employee walks up to a machine and uses an ID badge or a PIN code to retrieve them.

The secure yet simple-to-use system is the reason why so many customers find this solution appealing.

"My philosophy is that users aren't going to adopt new technologies unless it's easier than what they do today," Miller says. "That is why our user adoption is so high. And customers realize their return on investment."

Anyone with a child in school is well aware of all the forms that parents need to fill out each year. It's no different at Gateway Unified School District.

Not too long ago, the five-school district in Redding realized it was drowning in internal forms, which created a lot of inefficiency for its 600 employees.

"We had a lot of headaches and confusion," says Scott Sorrells, director for technology services at Gateway Unified School District. "From the IT department we knew we had to provide a better solution."

Nathan Gamble, the Director of Document Management at Ray Morgan Company, says many organizations can benefit from document management solutions — and the further he can nudge them toward paperless solutions, the better.

"Using technology such as online forms and creating documents in a digital format from the beginning is always more beneficial than routing a hard copy throughout an organization," he says.

The benefits aren't just about eliminating paper (although that's a big one for cost and sustainability reasons), it's also about saving time. Gamble gives the example of a document that needs approvals from three separate people. Rather than printing three copies or routing and tracking one document to three different desks, in the digital world, the document can be routed to three people or even 100 people simultaneously.

"The turnaround time for routing an approval or notifying key individuals, regardless of the process you have, is exponentially faster in the digital world," he says.

For Gateway Unified School District, Ray Morgan Company suggested new office machines to further migrate the company

toward paperless data distribution and archival. They also started using Laserfiche, an electronic content management software used to organize and store documents in a readable format.

"Employees used to fill out forms and send them by e-mail from here to there. We've automated all of that," Sorrells says.

Gamble says many of Ray Morgan Company's clients also find value in backfiling — taking the "endless rows of filing cabinets and piles of banker boxes" and digitizing them. Clients include city planning departments that store land plot documents and colleges that

store transcripts. And regardless of the industry, every organization has accounting and human resource processes. By automating these process Ray Morgan Company can help companies store documents with specific retention policies for any number of years — or even forever.

"Some religious organizations and school districts have documents that need to be stored forever," he says. "Imagine having to find a document in a 40-year-old box?"

Going paperless not only saves space, it makes retrieval quicker. As Gamble points out, misfiling an important document makes it virtually impossible to find, however, it's easy to find a digital needle in a digital haystack. The Laserfiche technology enables searching for documents

by key tags, like you would a library book, by invoice numbers or even with a full text search by scanning for words or phrases directly on the documents.

"It's enabling us to be more efficient," Sorrells says of the district's paperless solution. "It's searchable. It's not manually going through old documents. It just simplifies the process. It's saved a lot of man-hours and extra labor."

**"It's searchable.
It's not manually going
through old documents. It
just simplifies the process.
It's saved a lot of man-
hours and extra labor."**

SCOTT SORRELLS
Director of Technology Services,
Gateway Unified School District

Daniel Gordon, Service Technician with Ray Morgan Company, knows that good customer service includes building relationships with clients. "I'm part of the community that I service," he says.
PHOTO BY ANNE STOKES

Answering the Call

When something breaks, Ray Morgan Company service technicians are there to fix it — quick

BY ANNE STOKES

Daniel Gordon may not wear a cape to work, but for the many northern California businesses in his service area, he's the next best thing to an office hero.

"A lot of companies rely on their copy machine and their printer for their business to flow correctly," he says. "When the copier or printer goes down, they are very restricted in what they can do as far as their jobs. The office shuts down."

For Gordon, who has been a Ray Morgan Company service technician for the past three years, making sure customers are happy and working efficiently is just another part of the job that he loves. According to Gordon, customer service is the most important service Ray Morgan Company offers. That includes ensuring technicians respond to service calls within four hours of a customer's request, as well as taking care of routine maintenance issues before they become a problem.

"We are a larger company, but we do pride ourselves on having a connection with our customers," he says. "We like to be there for our customers, to go above and beyond for them and make sure that everything that they need is taken care of as well as anything we can prevent from happening in the future."

STELLAR CUSTOMER SERVICE		
The Net Promoter Score system is what percentage of your customers would recommend you to others. Below are the scores of some of the top companies in North America.		
	RAY MORGAN CO.	93
	USAA	80
	COSTCO	78
	NORDSTROM	75
	APPLE/IPHONE	70
	AMAZON	69
	SOUTHWEST	66

Clients seem to be pleased with "above and beyond" attitudes like Gordon's. In order to gauge customer satisfaction, Ray Morgan Company uses Net Promoter, a system that collects customers' feedback and scores their experiences. Ray Morgan has a 2016 customer satisfaction rating of 93.3 percent.



Preventing copier emergencies

Gone are the days of shaking toner cartridges because someone forgot to order replacements on time! With Ray Morgan Company's Proactive Maintenance and Automatic Replenishment, problems are taken care of *before* they become an office emergency.

Similar to routine maintenance for your car, Proactive Maintenance keeps equipment in optimal shape and prevents additional service calls, which can reduce copier downtime. And so long as it's connected to the network, Ray Morgan Company's Automatic Replenishment system enables office equipment to take care of itself!

"The machine is pretty intuitive, it knows what it needs and it sends the alert over to us," says Tina Peters, Director of Aftermarket/Contracts. "The end user no longer has to worry about being out of toner, when to order or holding extra on the shelf. It will queue up an order, the order ships, and they'll have it the next day or two."

Want to take the guesswork out of office equipment maintenance? Contact Ray Morgan Company to see how they can help at www.raymorgan.com or 800-640-6065.

Information Technology on Demand

**Keep working
anywhere
with the cloud**

Businesses today need to be mobile to stay competitive and keep up with customers' needs. To that end, Ray Morgan Company helps companies manage and store their information online through the cloud.

"We do an assessment and we look at the applications and the data that a customer has," says Erick Miller, CIO for Ray Morgan Company. "We make sure those applications can still communicate effectively and make sure the end user has the best experience possible."

Through the cloud, businesses can achieve:

Increased productivity

Employees can collaborate and work remotely on mobile devices with convenient access to data such as documents, calendars and email.

Flexibility

Scale usage up or down to accommodate business needs and only pay for what you use.

More security

Data is backed up and stored off-site and safe from system failure or damage.

Ready to go to the cloud? Visit www.raymorgan.com or call 800-640-6065 to find out how.

Save time and money with Ray Morgan Company's Professional IT Services

BY ANNE STOKES

For many businesses, when computers are down, work stops. Most companies and their employees need expert guidance to keep their systems running smoothly. Through its Professional IT Services, Ray Morgan Company offers a full spectrum of customized assistance including:

Data Security and Recovery - In case of a catastrophic system failure, fire, flood or theft, a secondary site server is able to get your office back up and running in minutes instead of days.

Project Management - Businesses looking for one-time assistance on a special IT project can rely on Ray Morgan Company to plan, implement and optimize systems.

Managed Services - Give your company access to a large team of qualified IT talent at a lower cost than having an in-house IT department.

Accounting firm Meester & Co. relies on Ray Morgan Company for its IT needs. Blake Meester, tax accountant and manager, categorizes the experience as overwhelmingly positive, both in the implementation of an office-wide system upgrade as well as day-to-day IT support.

"They designed a complete system based on our needs. They built the system, implemented the system on the software and hardware side," he says. "If something is needed I just pick up the phone or send an email and questions are answered or problems are solved very quickly."

Ray Morgan Company employs a team of 35 highly trained IT professionals with a wide range of expertise. According to Erick Miller, Chief Information Officer, outsourcing technology personnel needs can save both time and money.

**"This gives us
the ability to do
[our jobs] and not
worry about the
computer issues."**

BLAKE MEESTER
Manager and Tax Accountant,
Meester & Co.



Ray Morgan Company's Professional IT Services technician Ryan Dunn helps businesses with myriad services, from one-time project management to ongoing IT support.
PHOTO BY ANNE STOKES

"Our clients understand the value of our experienced team proactively handling their day-to-day IT management needs. Some advantages of outsourcing a Managed Network Services team is you don't have to worry about things like sick time, vacations and staying current with new technologies and certifications. Communications can be conducted 24 hours a day, 7 days a week," Miller says.

For businesses like Meester & Co., the availability of Ray Morgan Company's IT staff gives them the flexibility and peace of mind without the cost of hiring IT personnel.

"If I have a small problem, I can get one person to look at it, but if I have a huge problem, I can send an email and have 10 people working with me on it," Meester says. "We're not computer folks. We do tax accounting and consulting, that's what we do well. This gives us the ability to do that and not worry about computer issues."

Take the

Next Leap

Call Ray Morgan Company
TODAY and learn how your
business can evolve with a
free assessment!



www.RayMorgan.com

800-640-6065



**Document
Management
Services**



**Professional IT
Services**



**Managed Print
Services**



**Output
Services**



**Facilities
Solutions**



**Project
Management**



**Paperless
Solutions**



**Industry
Solutions**



**Imaging
Systems**



**Service &
Supplies**

Sacramento Kings get an assist – from Ray Morgan Company

Ray Morgan Company is proud to partner with the Sacramento Kings to integrate enhanced office technology and equipment to the Kings business offices and Golden 1 Center.

“We’re excited to partner with a locally driven and like-minded organization like Ray Morgan

Company,” said Kings President Chris Granger. “This partnership exemplifies that technology and sustainability are key driving factors organization wide.”

Ray Morgan Company will hold a number of business-based events at Golden 1 Center along with a larger-scale technology showcase,

where they will highlight key cutting-edge products to their growing list of customers. The partnership also allows Ray Morgan Company to host clients and entertain new business prospects through top tier hospitality assets.

