



MULTIFUNCTION SYSTEMS

MANAGED PRINT SERVICES

DOCUMENT WORKFLOW

PRODUCTION PRINT

ENTERPRISE MOBILE SOLUTIONS

MANAGED SERVICES



# THE #1 SERVICE PROGRAM IN THE NATION

Out of 3,743 independent dealers across the nation, Modern Office Methods (MOM) has been recognized multiple times for our commitment to excellence.

## OUR MISSION

To be recognized in our markets as the “Preferred Provider” of office solutions dedicated to Total Client Satisfaction.

## WHY OUR PROGRAM IS A WINNER...

### CLIENT LOYALTY TEAM:

- Client Service Professionals
- Help Desk
  - Immediate support and assistance with minor IT changes
  - Automated meter reads and service information
- Client Loyalty Manager
  - Client Advocate
  - Issues Promptly Resolved
  - Satisfaction Guaranteed
  - Client Survey Monitoring
- Account Representatives
- Account Administrator

### QUARTERLY REVIEWS:

- Review Environment Changes: Fleet Management
- Promotes Idea Sharing
- Optimization of Current Investment

### OUR GUARANTEE:

- Strongest Written Guarantee in Our Industry
- 60-Day Money Back
- Absolute Satisfaction Replacement
- 98% Equipment Uptime
- Certified On-Site Service
- Free Loaner

For over 55 years, MOM has helped businesses navigate their document challenges. Through the years we have never lost sight that by offering the best technology, solutions, and services, we can help enhance your business' processes and reduce expenses...Total Client Satisfaction.



“Our partnerships with leading technology innovators allow us to customize best-in-class solutions to meet your specific needs.”

Kevin McCarthy, President & CEO

# HELPING YOU MANAGE YOUR WORKFLOW

Creating a **DOCUMENT STRATEGY** for your business is the most important step to understanding how your company manages its paper files. When you manage these documents efficiently you can expect to:

- Increase Profitability
- Tighten Regulatory Compliance
- Improve Customer Service
- Reduce Risk

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## HERE ARE A FEW WAYS THAT WE CAN HELP:

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- **Multifunction Systems** – Most refer to them as “copiers,” but they are so much more. MOM implements the right technology to vastly improve your office productivity and efficiency while lowering administrative expenses.
- **Managed Print Services (MPS)** – Optimizing output devices to dramatically reduce the cost of your printer fleet (up to 30%) and allowing you to concentrate on your business versus your printers.
- **Document Workflow** – Simplifying how you create, capture, manage, access, and distribute your documents within your business’ processes.
- **Production Print** – MOM can offer you the very best production printing equipment on the market today. This equipment offers scalability coupled with fast output, superior image quality, and simple operation even during peak volume demands. These are just a few features that will keep you ahead of your competition.
- **Enterprise Mobile Solutions** – We take your mobile devices to the next level and increase your productivity by extending back office business applications directly from your mobile device.
- **Managed Services** – MOM provides outsourcing of day-to-day management responsibilities as a strategic method for improving our clients’ operations. This can include IT services, production support, and administrative activities.

# MOM IS WITH YOU EVERY STEP OF THE WAY



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## ONGOING SERVICE:

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### TRAINING

Client education is a never-ending process with MOM. New technology can be overwhelming. Our goal is to make technology simple for you and your co-workers. MOM trainers will be with you every step of the way during the installation and implementation. We also offer frequent client technology seminars to keep you informed about the latest technology and upgrades to your solutions.

### LOCAL HELP DESK

Solving our clients' issues is our top priority. In order to respond quickly and more effectively, MOM has invested in highly trained Help Desk Representatives. Challenges that you may have faced or are currently facing with other providers can be solved during a simple call to our MOM Help Desk.

### RESPONSIVE SERVICE

A key part of MOM's service is how we work with our clients when problems arise. Part of our 100% Client Satisfaction Guarantee is the uptime for your equipment. MOM has assembled the very best, award-winning Service Team in the industry to ensure we do not fall short of that guarantee.

### CLIENT REVIEWS

MOM understands that change is inevitable in every business and realizes that technologies need to change with them. Your Account Representative will evaluate your systems to assure you are receiving the benefits that were initially intended for your organization.

### GREEN INITIATIVES

MOM goes to great measures to help you implement eco-friendly processes and procedures to ensure sustainability. During our technology seminars, we offer tips and best practices to make your organization a more environmentally friendly place to work.

“Your MOM Account Representative consults with you and analyzes your specific business requirements to create a solution that streamlines your business processes.”

Kevin McCarthy, President & CEO


## EVERY BUSINESS IS DIFFERENT:

We build solutions that will help drive efficiency. At MOM, we pride ourselves on evaluating your business and your document management needs, so we can share your perspective. Your Account Representative employs a four-step process that walks you through how your daily business affects your document management needs. Throughout this process your MOM team will:

- **CLARIFY** - taking a look at your current environment to determine the best equipment, processes, and solutions.
- **SIMPLIFY** - recommending a customized solution to streamline processes and meet your company's specific needs.
- **IMPLEMENT** - providing you with a prioritized installation plan with the most efficient and economical solutions.
- **REVIEW** - scheduled reviews to ensure current needs are met and areas of improvement are identified.



WE BUILD SOLUTIONS THAT DRIVE EFFICIENCY



“By offering the strongest written guarantee in the office solutions industry, we ensure that our clients receive unparalleled support, services, and products.”

**Kevin McCarthy**, President & CEO

## DON'T TAKE OUR WORD FOR IT...

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### AWARDS:

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Outstanding Service Program • 2-Time Perfect Image Award Winner • *imageSource Magazine*

Dealer of the Year • Perfect Image Award Winner • *imageSource Magazine*

Outstanding Marketing Campaign for *Jump START Your Nonprofit* • 2-Time Perfect Image Award Winner  
• *imageSource Magazine*

Choice 50 Dealer Award – Top 50 Dealers in the Country • *OfficeDealer Magazine*

Elite Dealer Award • *OfficeDealer Magazine*

Back-to-Back Community Involvement Award Winner; Small Business of the Year Award Winner; Top 5 Finalist  
• Cincinnati USA Regional Chamber of Commerce

“Greater Cincinnati’s Best Places to Work” Finalist • *Cincinnati Business Courier*

Family Business of the Year Award Winner, Innovation Category • University of Cincinnati’s Goering Center for Family & Private Business

Ohio’s Workforce Excellence Award • Recognizing organizations that demonstrate leadership and achievement in promoting workforce excellence through training and other innovative practices

Gold Medal Award for the #1 Lanier Service Department in the Nation, Lanier’s highest award for service excellence • Lanier World Class Service Competition

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