

THE CANNATA REPORT

EXCLUSIVE
BONUS
ISSUE

UNITE & CONQUER

THE CANNATA REPORT'S
35th Anniversary
Awards & Charities Gala

INSIDE:

35th Anniversary Awards Gala Greatest Hits | 2020 Frank Award Winners Virtual Panel
Celebrating Systel's Keith Allison | Fifth Annual Women Influencers Brunch Goes Virtual
Nurse Inspires Fundraising for Frontline Workers | A Brief History of The Cannata Report Awards

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Frank G. Cannata Founder and Editor-at-Large

Charles J. Cannata President and CEO

Scott Cullen Editor-in-Chief

Carol C. Cannata SVP, Client Services and Events

Cathy O'Brien Executive Marketing Director

Doreen Borghoff Executive Design Director

Walter Geer III Executive Director, Digital Strategy

Saul Rosenbaum Senior Director, Digital Operations

Sharon Tosto Esker Story and Features Editor/Chief Correspondent,
Women Influencers and Young Influencers Franchises

Charlene Piro Executive Producer, Print

Matt Stauble Events Photography

Dave Noll Creative Advisor

Noel Ward Contributing Editor

Carey Sherburne Contributing Writer

Kate Gragg Contributing Writer

Tetsuo Kubo Japanese Correspondent

Petra Diener European Correspondent

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A Special Commemorative Issue



"I am of certain convinced that the greatest heroes are those who do their duty in the daily grind of domestic affairs whilst the world whirls as a maddening dreidel."

– **Florence Nightingale**

English social reformer and founder of modern nursing.



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UNITE&CONQUER

A Special Commemorative Issue

Dear subscribers, partners, colleagues, and friends,

We are so pleased to launch our 2nd SIP (Special Interest Publication) and Bonus Issue (the first being “Access Japan 2018”) – an 11th issue in addition to our usual 10 – presented and made possible by our official 35th Anniversary Awards & Charities Gala and After Party sponsors, Hytec Dealer Services and ConnectWise.



Due to COVID-19, [The Cannata Report reimaged our 2020 – and 35th Anniversary](#) – UNITE & CONQUER Awards & Charities Gala into a pre-recorded video broadcast. The gala video premiered on YouTube this past November 5. With a runtime of just under 45 minutes, the views still continue to climb steadily. At press time, approximately 900 viewers and counting have

tuned in – and you or anyone else can still watch, too, by clicking on the gala ticket on the right or on our website’s “Awards & Charities Gala” page.

The Cannata Report immediately followed the gala premiere with a virtual after party, during which we primarily focused on spotlighting 2020’s Frank Award winners live. The party’s 250-plus attendees included Frank Award winners, runners-up, top industry executives from several vendor segments, and Dealer Advisory Board members – including Deb Dellaposta, Jim George, and Doug Pitassi – among other key dealers across our industry.

I would personally like to thank Hytec Dealer Services and ConnectWise who when committing to continue their involvement with the gala and after party, thought, as we all did, we’d be hosting an in-person celebration. However, once the pandemic hit, neither hesitated or wavered regarding their commitments in any way – nor could they have been more supportive.

I would also like to thank Sharp Electronics Media Production for all the work they did on the gala video, particularly James Campion, our director, and Jordan Kaprielian, who along with James served as executive producer.

As for the real stars of the gala, thank you to Robert C. Goldberg, and dealer presenters, including: Dawn Abbuhl, AJ Baggott, Brantly Fowler, Casey Lowery, Doug Pitassi, Edmund Sumner, Dean Swenson, Adam Weiss and Luis Villa, and Preston and Hunter Woolfolk. I also thank the celebrities who made special appearances – including Rachel Brosnahan, Oscar Nunez, Shaggy, and Mary Wilson. I’d like to give a special shout out to New York Giant Shaun O’Hara, who appealed to the audience on behalf of this year’s designated charity, Hackensack University Medical Center’s (HUMC) Circle of Compassion which directly benefits frontline health care workers as they courageously continue to battle the unmatched COVID-19 pandemic.

Leading up to and through the gala, after party and the weeks to follow, The Cannata Report has received pledges and donations of \$130,000 to date. However, we certainly did not do this independently. We are indebted to the many generous industry business partners, subscribers, colleagues and friends who contributed to our fundraising efforts and stand with us to honor the true heroes of this new era we are all living and working in.

For any of you who may still wish to make a pledge, we wholeheartedly appreciate any amount. Simply reach out to me or Frank Cannata directly and respectfully at cjcanata@cannatareport.com and fgcannata@cannatareport.com.

The Cannata Report also hosted a lively virtual 2020 Women Influencers Brunch the following day, featuring 2020 September issue cover subjects Natalie Cumberbatch (Kyocera), Heather Poulin (Ricoh), and Michelle Speranza (LEAF). Not only do these women deserve accolades for their on-screen performances, but for the manner in which each of them worked with us tirelessly on every aspect of the issue to ensure the final product was on par with the Women Influencer issues we published pre-pandemic.

I would like to especially thank the exclusive sponsor of the Women Influencers Brunch, ESP, who has been an integral part of the overall franchise since its inception.

Beginning in my formative years, Frank has always emphasized to me that no one does anything alone and this year's 35th Anniversary Gala and After Party – and 2020 Women Influencers Brunch – were certainly no exceptions. So, I would also like to particularly shine a bright spotlight on Scott Cullen, Sharon Tosto Esker, Cathy O'Brien, Doreen Borghoff, and Saul Rosenbaum – who truly made it all happen.

In addition to the 2020 Frank Award Winner photographs and 35-word acceptance speeches in honor of this year's 35th anniversary event milestone, I hope you enjoy taking a look back at 35 years of past Cannata galas. The issue features "Frankly Speaking: From the Top" by Frank G. Cannata, as well as a photo gallery showcasing some of our favorite gala moments from years past. What began as a Dealer Awards Breakfast in 1986 has evolved and grown over the past three-and-a-half decades.

Scott Cullen conducted an intriguing virtual panel with top representatives of each company that won a Frank Award this year. Frank then topped off the issue with an interview of one of the Hackensack University Medical Center nurses who truly humanized HUMC's Circle of Compassion program.

The issue also includes my favorite element of this year's gala. I personally curated the UNITE & CONQUER soundtrack – inspired by 2020's UNITE & CONQUER theme – and released it as a playlist on Spotify. The playlist's 15 tracks span from 1968 to 2020, transcend multiple contemporary music genres, and deliver relevant messages aimed at challenging, inspiring and empowering all of us – such as humbly coming together, directly facing our fears, and boldly advancing our vision to sustainably propel our industry forward for years to come.

The playlist also includes two additional bonus tracks – P!nk's "Raise Your Glass" and Bon Jovi's "Livin' on a Prayer" – covers of which were performed via video during the virtual after party.

You can access the playlist via the following post on our website: [Stream 35th Anniversary Awards & Charities Gala Soundtrack.](#)

So, with all of that said, now it's time to read, listen, UNITE & CONQUER.

Sincerely,



Charles J. Cannata
President and CEO



CR

THE CANNATA REPORT

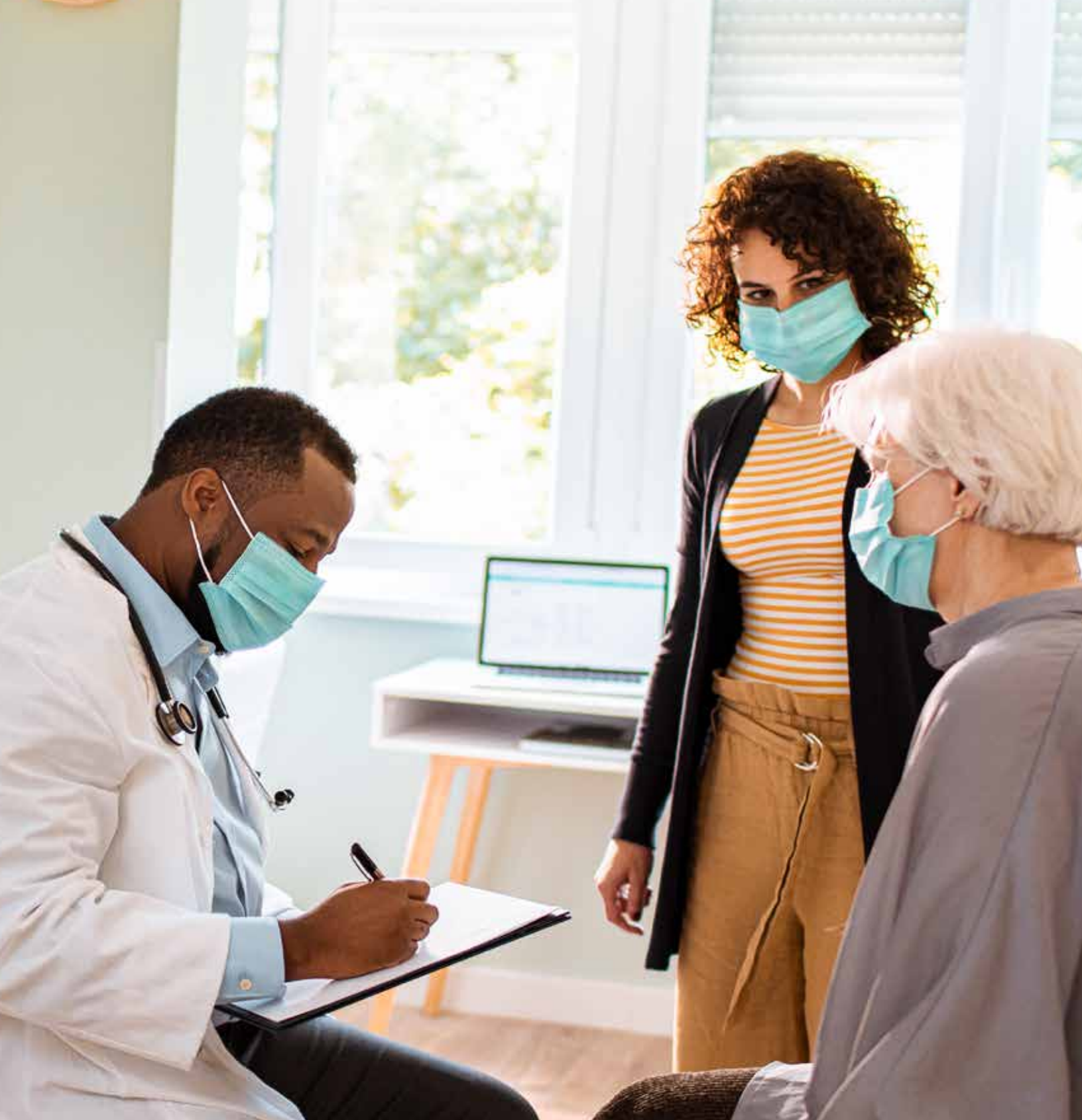
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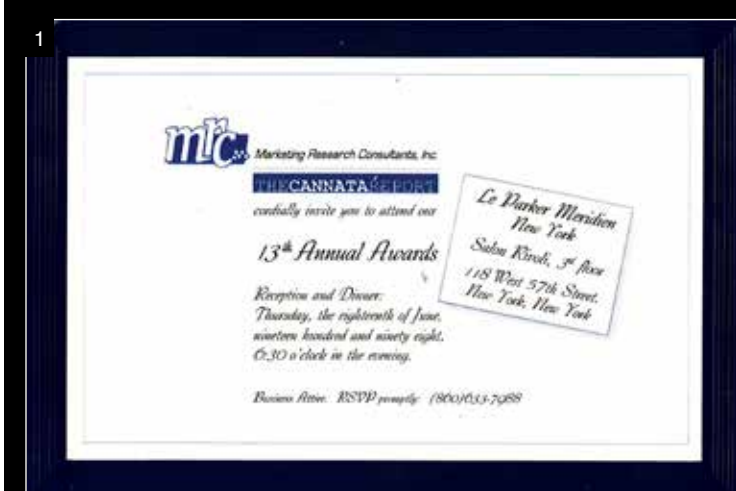
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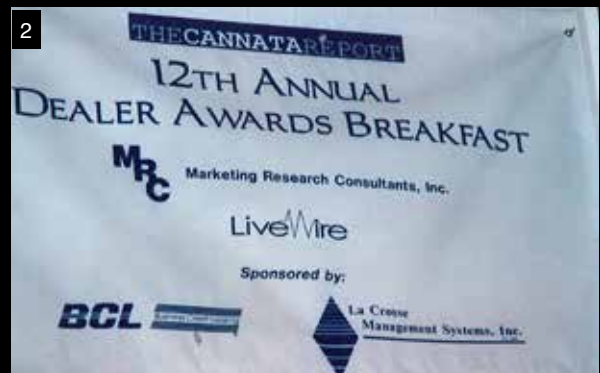
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WHERE WE'VE BEEN/WHAT WE'VE SEEN



1990's
 1. and 2. Signage from the 13th and 12th Annual Awards.
 3. Brian Merriman accepts one of his six Executive of the Year Awards—he was recognized while serving in leadership positions at Savin and Toshiba.
 4. Frank with a young Paul Schulman, president at the time of Carr Business Systems in Melville, NY.
 5. Frank G. Cannata presents one of the many awards won by Canon over the years to Haruo Murase, who in 2013 was honored with a Lifetime Achievement Award.





1. 2013 Frank G. Cannata bestows The Cannata Report's Lifetime Achievement Award to Katsumi (Kirk) Yoshida, former Chairman of Ricoh Americas Corporation
 2. 2014 Frank G. Cannata and CJ Cannata honor Carol C. Cannata with The Cannata Report's inaugural Best Female Executive Award.
 3. 2015 Frank G. Cannata presents Nick Valvano, Chairman Emeritus, The V Foundation for Cancer Research, with the donation from the 30th Annual Awards & Charities Dinner.
 4. 2015 Laura Blackmer accepts her first Best Female Executive Award from Carol C. Cannata. Blackmer is the only executive to win the award as determined by our Annual Dealer Survey. She has won for six consecutive years, first while with Sharp, and recently during her tenure with Konica Minolta.
 5. 2015 Carol C. Cannata, Frank G. Cannata and CJ Cannata with Adopt-a-Soldier Platoon (AaSP) Co-Founders Mary-Edna Krutchkoff, and Alan Krutchkoff, AaSP was the beneficiary of the dinner's sports memorabilia auction.





1. 2016 CJ Cannata; New York Giants Super Bowl Champion Antonio Pierce; Carol Cannata; and Helen Cuning, VP-Strategic Campaigns, Hackensack University Medical Center Foundation.
 2. 2017 Frank G. Cannata welcomes Antonio Pierce as he attends his second Cannata Dinner on behalf of HUMC.
 3. 2016 Emcee Bob Goldberg, general counsel of the BTA, presents 10-time Best Male Executive Frank Award winner Rick Taylor, president and CEO, Konica Minolta, with a #10 "retirement" jersey.
 4. 2017 The Cannatas surround Bob Goldberg after surprising him with a Lifetime Achievement Award.





2018 Frank Cannata and several of the industry's key, thought-leading dealers: Ray Fuentes, president, Edwards Business Systems; Art Schwartz, owner, Image Systems; Larry Weiss, president and CEO, Atlantic, Tomorrow's Office; Bill Fraser, owner, Fraser Advanced Information Systems; Jim Donnellon, CEO, Donnellon McCarthy Enterprises; Tom Flesch, CEO, Gordon Flesch Company; Jerry Blaine, CEO, LDI Color ToolBox; and Frank Gaspari, president and CEO, Flex Technology Group.



Above: 2018 Five years of Influencers—Young Influencers and Women Influencers—gather on stage to celebrate with CJ Cannata and Sharon Tosto Esker, including (front row): Janene Aul, Systel Business Equipment; Mimi Evenson, SYNEX; Josh Lane, ACDI; Sarah Custer, Supplies Network; Jenna Stramaglio, MWA; Amy Hoover, Wells Fargo; and Ariel Harland, GreatAmerica Financial Services. Second row: Mark Hart, ACDI; Victoria Hensley, PSIGEN Software; Mary Jo Johnson, EO Johnson; Aaron Dyck, Clover Imaging Group; and Karen Madden, CIT. Third row: Preston Woolfolk, Documation; Cara Spencer, Systel Business Equipment; Jacqueline Smith, Systel Business Equipment; Ekta Sahasi, Konica Minolta; Anne Marie Woessner, Konica Minolta; Holly O'Rourke, EFI; Danielle Wolowitz, Kyocera; Laura Blackmer, Konica Minolta; Sue Wilson, Toshiba; and Kay Du Fernandez, Konica Minolta. Fourth row: Adam Weiss, Atlantic, Tomorrow's Office; Jennie Fisher, GreatAmerica Financial Services; Matthew McGuire, Clover Imaging Group; Rebecca Blaine, LDI Color ToolBox; Lauren Simmen, AMETEK ESP; Ragni Mehta, Xerox; and Anneliese Olson, HP



Right: 2018 The Cannata Report's Lifetime Achievement Award honoree Tom Johnson, founder of Global Imaging Systems, with Frank Cannata and CJ Cannata.

1. 2018 CJ Cannata accepts his new role as President and CEO of The Cannata Report.



2. 2019 Frank G. Cannata; Carol C. Cannata; Joseph Burt, Hackensack University Medical Center Foundation; and CJ Cannata celebrate as The Cannata Report hits the \$1 million milestone raised for HUMC Foundation.

3. 2019 Frank G. Cannata and CJ Cannata flank Humanitarian Award honoree Chris Scarff of Ray Morgan Company.



2019 Dealer principals and their next generation successors gathered on stage for a photo that provided an exciting glimpse into the future of the dealer channel. On the floor: Liz Sumner, SumnerOne; Kyle Lowery, Applied Imaging; Cara Spencer, Janene Aul, Jacqueline Smith, Systel Business Equipment; Scott Schnabel and Rick Bastinelli, Centric Business Systems. On steps: Casey Lowery and John Lowery of Applied Imaging; Carly Cucco, Impact Networking. Top row: Adam Weiss and Larry Weiss, Atlantic, Tomorrow's Office; Chuck Tiernan, NECS Office; CJ Cannata; Patrick Flesch and Mark Flesch, Gordon Flesch Company; and Frank Cucco, Impact Networking.



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THE CANNATA REPORT'S

35th Anniversary

Awards & Charities Gala

UNITE & CONQUER

Watch on YouTube

When we began to plan for our 35th Anniversary Awards & Charities Gala at the beginning of the year pre-COVID 19, we knew we wanted to do things a little different from years past, add a few new twists, and mix in a few surprises.

And then everything changed, and business became unusual.

But the show must go on, and it did in spectacular fashion, thanks to doing things a little different, adding a few twists, and mixing in a few surprises.

What a kick to have our 35th Anniversary Awards & Charities Gala, sponsored by

Hytec Dealer Services and ConnectWise, be re-imagined as an awards show with a “premiere” on YouTube for everyone in the industry to watch simultaneously and “Unite & Conquer.”

While things were done differently this year, there were some constants. Hats off to Bob Goldberg, chief counsel of the Business Technology Association, who kicked off the gala as he always does, by making us laugh. Goldberg replaced his trademark tuxedo with a more creative take on black-tie and looked sharp in his #BusinessAsUnusual T-shirt before “handing over the screen” to our President and CEO CJ Cannata who opened the gala on the up-beat with remarks

about the dealership community’s tenacious spirit and the message behind the gala’s theme of “Unite & Conquer.”

Another constant was the outpouring of support for this year’s charity, Hackensack Meridian Health’s Circle of Compassion program, which provides compassionate, timely, and equitable financial assistance to team members affected by a disaster or personal monetary hardship. Our fundraising for these frontline heroes began earlier in the year with our #BusinessAsUnusual T-shirt promotion. The response inspired us to continue to support the organization at the 35th Anniversary Awards & Charities gala. We’re thrilled to confirm that \$130,000 has been

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pledged and donated, and the checks are still coming in! The Circle of Compassion program is one of several of Hackensack University's COVID-19 Response Funds created to aid frontline workers.

There are so many moments to remember from the gala, but none bigger than when dealership and industry notables stepped up to the mic and opened the envelope to announce the Frank Award winners. Who doesn't want to say, "and the winner of the Frank Award is..." Kudos to our presenters for their standout performances:

- Dawn Abbuhl, Repeat Business Systems
- Eric Auman, Jennifer Amatucci, Emily Rodriguez, and Ramona Rodriguez, Hytec Dealer Services
- AJ Baggott, RJ Young
- Brantly Fowler, Zeno Office Solutions
- Casey Lowery, Applied Imaging
- Doug Pitassi, Pacific Office Automation
- John Schweizer, ConnectWise
- Edmund Sumner, SumnerOne
- Dean Swenson, The Swenson Group
- Preston Woolfolk and Hunter Woolfolk, DOCUation
- Adam Weiss and Luis Villa, Atlantic Tomorrow's Office

Another standout performer was our own Editor-in-Chief Scott Cullen, who introduced the gala's biggest surprise guests. Throughout the pandemic shutdown this spring, Cullen curated a host of #BusinessAsUnusual posts on our website spotlighting industry executives who shared what they were listening to, binge-watching, and reading. The #BusinessAsUnusual posts were some of our most popular ever and inspired us to reach for the stars and feature video appearances from some of our audience's favorites. Rachel Brosnahan of The Marvelous Mrs. Maisel delighted us with her character's signature pre-show mantra, and musical artist Shaggy's lyrical pronunciation of The Cannata Report gave us a toe-tapping thrill. Of course, we had to include one of our audience's binge-watching favorites in The Office's "Oscar" as in actor Oscar Nunez. Finally, it was the melodic Mary Wilson of The Supremes who brought the house down by singing a few lines from everyone's Motown favorite, "Stop in the Name of Love."



Robert C. Goldberg, general counsel, BTA.



Scott Cullen, editor-in-chief, The Cannata Report. Cullen introduced our celebrity guests and announced the winner of the Frank Award for Best Manufacturer.



CJ Cannata, president and CEO, The Cannata Report.



Frank G. Cannata, founder and editor-at-large, The Cannata Report.

Topping the list of Frank Award winners is Sharp, who was recognized with the Best Manufacturer and Best-in-Class honors. Sharp's president and CEO, Mike Marusic, was honored as Best Male Executive for the second year in a row.

Ricoh shares the top spot with Sharp, winning Frank Awards for Best Production Print Manufacturer and Best Marketing Strategy. Its wholly-owned subsidiary, DocuWare, took home the Best ECM/ Document Management award, marking its first time in the Frank Award winner's circle.

For the third consecutive year, Kyocera was named Best A4 Manufacturer. And in the new category of Best Technical Service Provider introduced this year, Toshiba was the winner.

Two big Frank Award streaks continued in 2020. GreatAmerica Financial Services was named Best Leasing Company for the 6th year in a row. GreatAmerica is the only company to win the award since its introduction in our Survey in 2015. Another company on a winning streak of five years is ACDI for Paper-Cut, who was awarded Best Print Management Software Provider.

ConnectWise won the Frank Award for Best IT Services Provider (Continuum won in this category in 2019. The company was acquired by ConnectWise and re-branded earlier this year).

And for the longest streak of all, we tip our hats and congratulate Laura Blackmer, senior vice president of dealer services, Konica Minolta, for winning Best Female Executive for the 6th consecutive year. Blackmer is the only executive to win the award since its introduction in 2015. Blackmer won her first four Frank Awards during her tenure at Sharp.

The winners of the 2020 Frank Awards are based on dealer voting in our 35th Annual Survey. This year's Survey, sponsored by TIAA Bank for the past seven years, yielded the second largest number of participants in the history of

the Survey with 342 dealers participating, resulting in a competitive field of nominees across the 12 Frank Award categories.

In addition to the #BusinessAsUnusual celebrity appearances, we were happy to welcome a Super Bowl Champion to the gala. The Cannata Report's Founder and Editor-at-Large Frank G. Cannata took the mic to introduce the gala's featured guest, Super Bowl XLII Champion Shaun O'Hara of the New York Giants. O'Hara spoke on behalf of Hackensack Meridian Health and the Circle of Compassion program, and it was our honor to include him in this year's festivities.

A particular highlight of the gala was The Cannata Report's Humanitarian Award presentation to Keith Allison, president and CEO of Systel Business Equipment. Frank G. Cannata and CJ Cannata shared the honors to bestow Allison—who was recognized for his charitable works in his community, within the dealer channel, and on behalf of veterans—with his Frank Award trophy. Allison accepted the award surrounded by his daughters, Janene Aul, Jacqueline Smith, and Cara Spencer, and entertained us with warm and witty remarks.

Following the gala's premiere on YouTube, we welcomed winners and well-wishers on a Zoom After Party call hosted by CJ Cannata, Frank G. Cannata, and Carol C. Cannata along with Scott Cullen and our emcee, Bob Goldberg. The party started as it has in recent years with musical entertainment from Skyline Drive Orchestra who kicked things off with a performance of "Raise Your Glass." Following a toast to the nominees and winners, CJ Cannata and Cullen called out to winners and shared the screen with Mike Marusic, Sharp; Jim Corridi, vice president, dealer division, Ricoh; Oscar Sanchez, president and CEO, Kyocera; Larry White, COO, Toshiba; Jim Roberts, president, DocuWare; Jennie Fisher, senior vice president, general manager, office equipment group, GreatAmerica; Josh Lane, president, ACDI; John Schweizer, vice president,

channel sales, ConnectWise; and Laura Blackmer, Konica Minolta. After a few more toasts, we ended the After Party with more music from Skyline Drive Orchestra and their rousing cover of Bon Jovi's "Livin' On A Prayer," always a favorite at our after parties.

The After Party was by far the most enjoyable video call we've ever hosted or attended. We were so glad to see the winners of the Frank Awards and our many industry friends and colleagues who joined the celebration. We're taking Larry White's suggestion that we add a new Frank Award to the mix for the best male executive with the best hair, however we don't have a decision as of press time.

As always, there isn't enough space to adequately convey just how much we appreciate the support from so many individuals and organizations who helped make our gala possible this year. We thank all the dealers who served as our Frank Award presenters. We asked a lot from them, and they delivered, and we are grateful for their participation. We are so thankful to Sharp, and especially to the team of James Campion and Jordan Kaprielian, who served as producer and director for the gala. Their countless contributions made our "video" gala a hit.

Thanks to Eric Auman, president and CEO, Hytec Dealer Services, and John Schweizer of ConnectWise for serving as official sponsors of The Cannata Report's 35th Anniversary Awards & Charities Gala. Their generous sponsorship overwhelms us.

We hope that this is the only time our Annual Awards & Charities Gala is held virtually. At the same time, we are elated to share this year's event on YouTube and host the largest group of "guests" we've ever had.



Questions About This Story?

Contact Scott Cullen
Phone: (609) 406-1424
Email: scullen@cannatareport.com

John Schweizer, VP of Channel Sales at ConnectWise, Shares 2021 Outlook



“Our mission at ConnectWise is to empower service providers to realize their vision of success. That’s our North Star.”

John Schweizer



With all the twists and turns 2020 has brought with it, we are more grateful than ever for our partnerships with associations like The Cannata Report.

“We’re thrilled to be a premier sponsor of the 2020 Annual Cannata Gala and to have received the award for Best IT Services Provider,” says John Schweizer, VP of Channel Sales at ConnectWise. “Congratulations to all of the winners and those who were recognized. It’s an honor to be among these incredible companies and people.”

A Profitable Future for Office Technology Dealerships

In 2019, Continuum, provider of advanced RMM, security, BDR solutions and expert services, joined the ConnectWise family. The addition of Continuum’s

legacy business solutions (which support the office technology vertical) to ConnectWise’s unified platform is creating more opportunities for dealerships to increase their profitability and reduce their risk as they enter the MSP business or grow their current offering.

“Dealers that are committed from the top down to the Managed Services Provider (MSP) business model will continue to recognize a new stream of profitable aftermarket. The MSP business is thriving and growing – if you aren’t in the market, you’re late; if you are in the market, get focused,” says Schweizer.

Integrations That Power Recurring Revenue

CEO Juice and ConnectWise debuted an integration in 2020 created by CEO Juice for

Promotion

ConnectWise Manage and eAutomate, an enterprise resource planning (ERP) software used by a majority of MSPs focused on the office technology vertical.

“At ConnectWise, we know managed service contracts change constantly and whether on-prem or in the cloud, enabling usage of the ConnectWise API with eAutomate allows CEO Juice to address customer needs and provide a solution for customers who have been seeking ways to maximize their business and reduce redundancies,” says Schweizer.

The integration reduces double-data entry and creates a seamless way for financial information to transfer from ConnectWise Manage, the award-winning professional services automation software at the center of the ConnectWise platform, into eAutomate.

“We’re really excited about this integration. We’ve seen great success so far and know it’s only going to get better and better. Our mission at ConnectWise is to empower service providers to realize their vision of success. That’s our North Star.”

A Cybersecurity Focus in Insecure Times

A chief focus has been placed on cybersecurity education and ensuring long-term resilience for service providers. One way ConnectWise is doing this is with security training and education.

IT Nation Certify offers foundational cybersecurity training by ConnectWise that covers industry frameworks and standards, risk assessment best practices, and navigating the ecosystem of security products, as well as role-specific segments tailored specifically for service providers.

“We’ve seen continued and steady growth with our Office Technology partners, even in the wake of



“Our goal is to make sure our partners have the tools and the training they need to deliver the best service possible as securely as possible.”

John Schweizer

COVID-19,” says Schweizer. “One of the biggest new initiatives for ConnectWise has been an increased focus on cybersecurity education and training for our partners and solution providers across the industry. To date, we’ve had more than 5,000 solution providers receive certification on our cybersecurity courses, including 50 from the office technology vertical.

Schweizer cautions that cybersecurity isn’t a fad but a requirement of all businesses moving forward. “Our goal is to make sure our partners have the tools and the training they need to deliver the best service possible as securely as possible.”

About ConnectWise

ConnectWise is the longest-running, marketing-leading software platform for technology solution providers (TSPs). The ConnectWise platform is used for business management, service delivery, and security management by more TSPs around the world than any other software provider.

Explore the unified business management platform at ConnectWise.com.

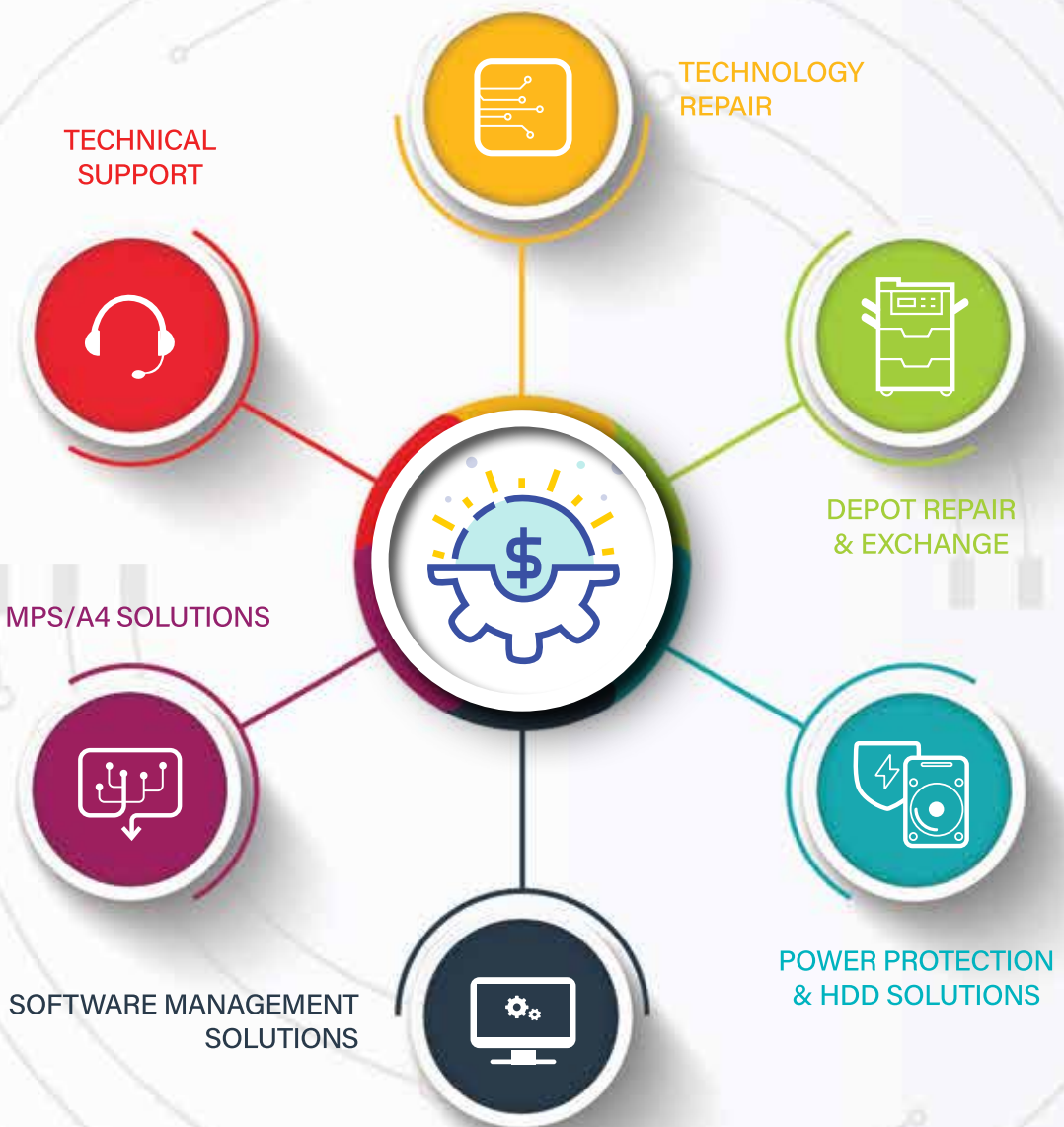


formerly Continuum*

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Doug Pitassi, president, Pacific Office Automation, announced Mike Marusic of Sharp as the winner of Best Male Executive.



Hunter Woolfolk (left) and Preston Woolfolk, co-presidents of DOCUmatic, announced ConnectWise as the winner of Best IT Services Provider.



Adam Weiss, general manager, Atlantic Tomorrow's Office, was joined by his colleague Luis Villa, to announce Ricoh as the winner of Best Production Print Manufacturer.



Brantly Fowler, executive vice president, Zeno Office Solutions, announced GreatAmerica as the winner of Best Leasing Company.



Luis Villa, vice president, production print, Atlantic Tomorrow's Office.



Rachel Brosnahan



Jennifer Amatucci, VP; Emily Rodriguez, sales manager; Ramona Rodriguez, sales manager; and Eric Auman, president of Hytec Dealer Services announced Toshiba as the winner of Best Technical Service Provider.



Oscar Nunez

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Mary Wilson



Shaggy



Dawn Abbuhl, president, Repeat Business Systems, announced Ricoh as the winner of Best Marketing Strategy.



John Schweizer, vice president, dealer solutions, ConnectWise, announced Sharp as the winner of Best-in-Class.



Dean Swenson, president, The Swenson Group, announced Laura Blackmer as the winner of Best Female Executive.



Casey Lowery, director of sales, Applied Imaging, announced DocuWare as the winner of Best ECM/Document Management Software Provider.



Edmund Sumner, managing director, SumnerOne, announced Kyocera as the winner of Best A4 Manufacturer.



AJ Baggott, COO, RJ Young, announced ACDI for PaperCut as the winner of Best Print Management Software Provider.

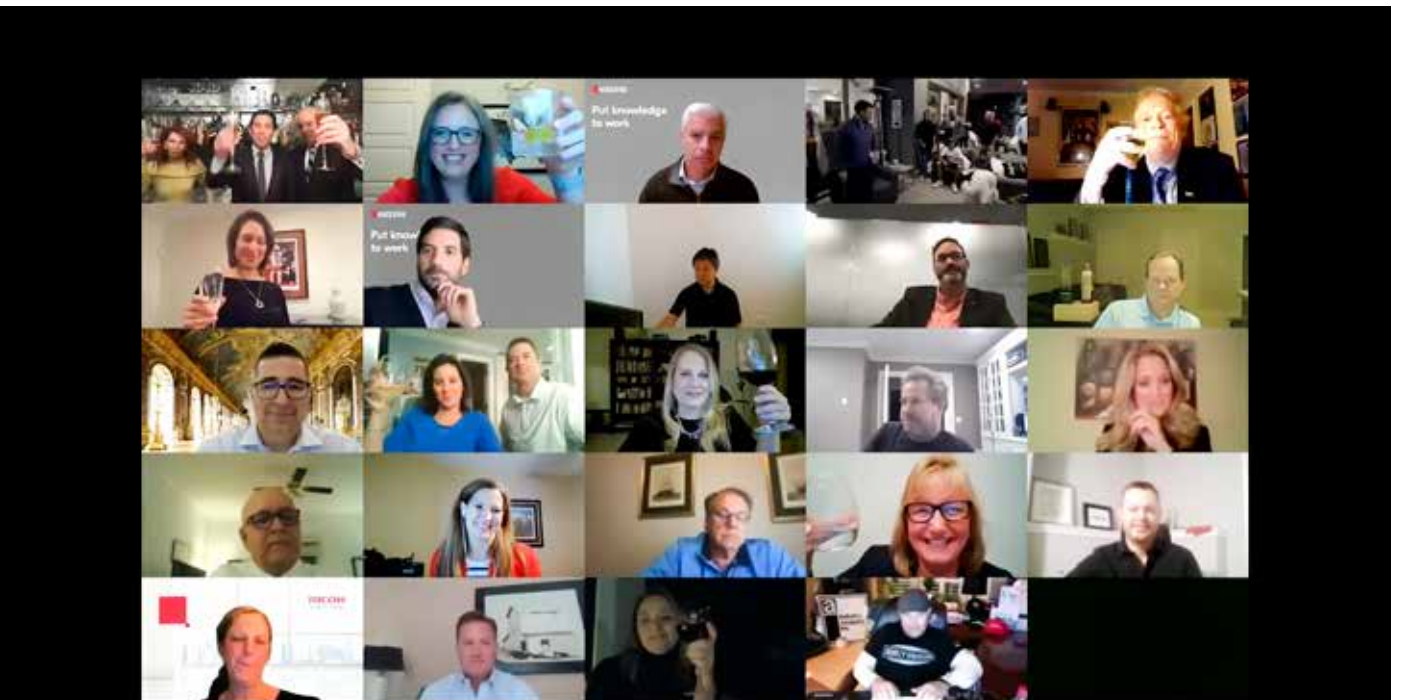
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Eric Auman and Jennifer Amatucci of Hytec Dealer Services.



Shaun O'Hara



It was humbling, rewarding and just so much fun to see so many industry colleagues and leaders from virtually every industry segment throughout the country at our virtual After Party.



Skyline Drive Orchestra kicked off the After Party with their rendition of P!nk's "Raise Your Glass."



Lindsay Bohon, VP, corporate sales, GreatAmerica.

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Carol C. Cannata, CJ Cannata, and Frank G. Cannata toast the winners of the Frank Awards at the After Party.



Sharon Tosto Esker, story and features editor/chief correspondent, The Cannata Report.



Mike Marusic, president and CEO, Sharp, winner of Best Male Executive.



James Coriddi, vice president, dealer division, Ricoh.



Jim Roberts, president, DocuWare Corporation.



Oscar Sanchez, president and CEO, Kyocera.



John Schweizer, ConnectWise.



Jennie Fisher, senior vice president and general manager, office equipment group, GreatAmerica.

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Robert Goldberg, BTA.



Josh Lane (second from left), president, ACDI, and team.



Larry White, COO, Toshiba.



Laura Blackmer, senior vice president, dealer sales, Konica Minolta, winner of Best Female Executive.



Scott Cullen



Skyline Drive Orchestra closed the night with Bon Jovi's "Livin' on a Prayer."



The Cannatas and Sharon Tosto Esker bid farewell to everyone at the close of the After Party.

Thank You, Thank You, Thank You

The winners of our 2020 Frank Awards express their gratitude to the dealers who singled them out.

By Scott Cullen

We asked the winners of our 2020 Frank Awards to share a 35-word acceptance speech in honor of The Cannata Report's 35th Anniversary Awards & Charities Gala. Here are their 35-word (more or less) speeches.



Best Manufacturer

“We are pleased to be recognized by our dealers for our quality products. In addition to our award-winning document systems line, I am proud that our team has stepped up to provide laptops, software, desktop printers, monitors and more to support our dealers’ transformation during these unusual times.”

Shane Coffey, vice president, product management, Sharp Imaging and Information Company of America



Best-in-Class Manufacturer

“Throughout the pandemic, we have been committed to our dealers’ success. Every day we strive to provide new programs and promotions designed to help them succeed and are grateful to be recognized for those efforts.”

Tetsuji (Ted) Kawamura, chairman, Sharp Electronics Corporation USA (Pictured from left to right, Mike Marusic, president and CEO, Sharp Imaging and Information Company of America; Frank G. Cannata; and Kawamura)



Best A4 MFP Manufacturer

“We are honored to be recognized at The Cannata Report’s 35th Annual Awards & Charities Gala! We received the Best A4 MFP Manufacturer award and could not be prouder!”

Oscar Sanchez, president & CEO, Kyocera America Document Solutions

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And the Winner's are...



Best Production Print Manufacturer

“Thank you to our dealers for selecting Ricoh. As dealers search for additional revenue streams and print volume, Production is an area that continues to have strong opportunity in the new business environment.”

James Coriddi, vice president, dealer division, Ricoh USA, Inc. (Pictured left to right, Frank G. Cannata, CJ Cannata, James Coriddi, and Steve Burger, VP & general manager, office services group)



Best Marketing Strategy

“As always, thank you to the Cannatas for their philanthropic activities, needed now more than ever. And thank you to our dealers, who have worked closely with us to deliver customer value as digital transformation demands continue to accelerate.”

James Coriddi, vice president, dealer division, Ricoh USA, Inc. (Pictured, Burger and Coriddi)



Best Leasing Company

I am honored to accept this award [2020 Frank Award for Best Leasing Company] on behalf of the GreatAmerica team. It perpetuates our desire to keep raising the bar! Heartfelt thanks go out to our dealers who inspire us to do our best every day.”

Jennie Fisher, SVP & GM, Office Equipment Group, GreatAmerica Financial Services

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And the Winner's are...



Best Print Management Software Provider

“Thank you. It’s an honor to be recognized but even more of a blessing to be in an industry that bands together for the greater good. We are stronger together.”

Josh Lane, president, ACDI



Best ECM/Document Management Software Provider

“DocuWare is honored to win Best ECM/Document Management Provider. We are committed to our partners, and their votes are evidence that this commitment is recognized and valued by them. We look forward to growing together!”

Jim Roberts, president, DocuWare (Pictured, Frank G. Cannata and Roberts)



IT Services Provider

“We’re grateful to have received the Frank Award for Best IT Services Provider for the second consecutive year. This recognition further fuels our strategy to deliver more resources and tools to OT dealers in 2021 and beyond.”

John Schweizer, vice president, ConnectWise

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And the Winner's are...



Best Technical Service Provider

“Toshiba is honored to win the Frank Award for Best Technical Service. We are grateful to our dealer community and Toshiba’s technical support and service teams. Our teams deliver exceptional support and are truly Toshiba’s unsung heroes.”

Scott Maccabe, president & CEO, Toshiba America Business Solutions (LEFT, from left to right: Larry White, COO; Maccabe; and R. Steven Tungate, vice president/general manager, supply chain management, service and innovation. RIGHT: Kenny Hiteman, vice president, EID services & support Americas)



Best Female Executive

“Thank you to the Cannatas for upholding tradition, fundraising for a great cause during difficult times, and the dealers for their ongoing support. Special thanks to Rick, Sam and our entire executive team for always setting us apart. To my team, thank you for your dedication to our wonderful dealers.”

Laura Blackmer, SVP, channel sales, Konica Minolta Business Solutions U.S.A.



Best Male Executive

“I want to thank our wonderful dealer community for this back-to-back award. I also want to express appreciation to the whole Sharp team, including our SVP of Channel Sales John Sheehan for his outstanding dealer focus.”

Mike Marusic, president and CEO, Sharp Imaging and Information Company of America (Pictured left to right, Marusic, Frank G. Cannata, and Ted Kawamura)



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Above, Frank G. Cannata and CJ Cannata. Bottom, Keith Allison surrounded by his daughters, left to right, Janene Aul, Jacquiline Smith, and Cara Spencer.

Celebrating Systel's Keith Allison

This year's Humanitarian Award recipient has never sought accolades for his generosity to needy causes.

By Frank G. Cannata

This year's Humanitarian Award was presented to Keith Allison, president & CEO of Systel Business Equipment in Fayetteville, North Carolina. Keith is a long-time friend, and this recognition is not only fitting but long overdue.

Keith is the third recipient of this award. Our first Humanitarian Award went to Lou Scantland of DOCUmentation in San Antonio, Texas, and the second to Chris Scarff of Ray Morgan Company in Chico, California. The three are among the finest human beings we have ever been privileged to know.

What makes Keith a perfect fit for this special crown is not only his generosity but how quietly he contributes. You travel to his hometown in Fayetteville, and you will find the name Systel on the tallest building in that town. It is in lights and circles the top of the building. He promotes his business not himself. You will also find his name on one of the buildings at the University of North Carolina.

His giving is widespread and chief among the causes he supports are those that serve veterans. Systel is located next to Fort Bragg, home of the 82nd Airborne Division. Further north is Camp Lejeune, home of the 2nd Marine Division. The

result is Systel serves the military in two of the largest installations in the country.

Keith has generously supported our many charities, and he does so after the event as he has no interest in our acknowledging it to anyone.

Last year, we received a rather substantial check from Keith about two weeks after our 34th Annual Awards & Charities Dinner in November. He could not attend, but his three daughters did and participated by presenting an award to one of the recipients. That had to be about the fifth time he has supported our efforts in cancer research and care—I have lost track of the exact number.

There are many other instances of his giving to those in need, but it would be inappropriate to share what we have learned privately from his daughters and a key employee.

There was a time that Keith did something that was truly special for Carol. When she told me, I was very pleased, but not surprised. He had done something similar once before. I asked him why he did that. His response was short and to the point. "I do that as a sign of respect." I know his kindness towards us is not unique.

People such as Keith Allison, Chris Scarff, and Lou Scantland do not look for applause or recognition for the depth of their charity.

Keith's love of our country shows in his commitment to veterans who have a growing need due to the number that come home maimed with loss of limbs and other horrific injuries as well as PTSD, the silent killer.

When people demonstrate how charitable a person is, organizations and politicians come out of the woodwork looking for him to donate. In many cases Keith does, and he does so without any great fanfare.

Keith is kind of a character, and so many people misjudge him as lacking any depth. He is not that, by any means. He built a very successful business and has been hard at it for 39 years.

Congratulations Keith on your well-deserved recognition. You are indeed a very special person and this industry is well served by your many contributions.



Questions About This Story?

Contact Scott Cullen
 Phone: (609) 406-1424
 Email: scullen@cannatareport.com

2020

VIRTUAL PANEL SERIES:

Overcoming Adversity

Our 2020 Frank Award winners dish on the positives from 2020 and what's in store for 2021.

By Scott Cullen



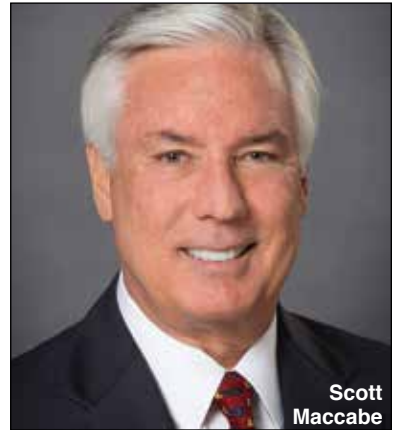
Laura
Blackmer



Jim
Coriddi



Jennie
Fisher



Scott
Maccabe



Josh
Lane



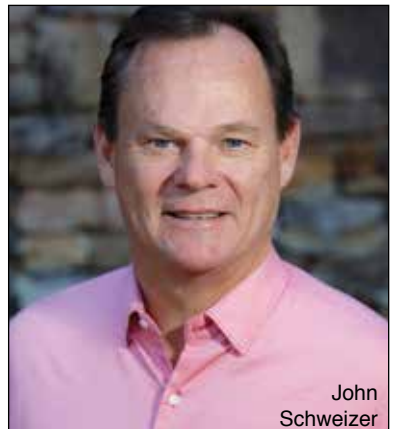
Mike
Marusic



Jim
Roberts



Oscar
Sanchez



John
Schweizer

Our 35th Anniversary Awards celebration coverage continues with a conversation with executives from the nine companies honored with Frank Awards in 2020. They recap the latest initiatives from their organizations, what has them optimistic for 2021, and advise dealers on how they can get their businesses back on track after a challenging 2020.

Participants include Laura Blackmer, SVP, channel sales, Konica Minolta Business Solutions U.S.A.; Jim Coriddi, vice president, dealer division, Ricoh USA, Inc.; Jennie Fisher, SVP, general manager, office equipment group, GreatAmerica Financial Services Corp.; Josh Lane, president, ACDI; Scott Maccabe, president & CEO, Toshiba America Business Solutions & Toshiba Global Commerce Solutions; Mike Marusic, president and CEO, Sharp Imaging and Information Company of America; Jim Roberts, president, DocuWare; Oscar Sanchez, president and CEO, Kyocera Document Solutions America; John Schweizer, vice president, channels and business development, ConnectWise.

CR *It has been a difficult year for everyone, but what has been the highlight of the year for your company in terms of new product introductions, new initiatives, etc.?*

Blackmer: Looking at 2019 and 2020, obviously, we've had two very different years, a somewhat regular business year in 2019 and a year marked by COVID-19. Highlights include our amazing growth in the areas of Managed IT, Managed Voice and business solutions, and seeing dealers truly differentiate their business models through these offerings to their customers, all of which was accelerated during COVID.

We've also seen continued growth of our production offering, particularly

in industrial print with wide format and label, including the AccurioWide 160 and 200, Accurio Label 190 and 230, and the Precision Label Series, PLS-475i. Again, dealer adoption of this technology is really encouraging and impressive.

We've also found new ways to communicate and connect with dealers during COVID, despite the challenges and inability to see each other in person. We've engaged with dealer sales reps through webinars, online trainings, and even had some fun with a Jeopardy! contest in the Midwest. These have all been great ways to engage during what has been a difficult social as well as difficult business environment.

Coriddi: At last year's ConvergeX, Ricoh's Partner Leadership Forum, we introduced a number of initiatives to help Ricoh Family Group (RFG) dealer partners better support customers along their digital transformation journey. We saw these trends taking shape and worked closely with our dealer partners to help them capitalize. We knew these tools would be needed in 2020, but we had no idea just how quickly they would become crucial. A lot of companies' transformation timelines quickly went from 2-3 years to 2-3 months. Suddenly, everyone had to accommodate the remote worker with secured, efficient workflows. As a result, demand for IT services has dramatically accelerated.

ConvergeX 2019 had put plans in motion to deliver more resources to dealers online, and the sudden shift in how people work made updating and sharing those resources urgent. We talked with dealers on the ground and customers of all types. Those conversations became the foundation of a strong understanding of what businesses need to succeed in the new world of work – and how dealers can help. Since ConvergeX, we have been working closely with dealers to better map their portfolio

“The absolute best way these dealers can shore up their business is to make sure their customers are satisfied and look for ways to continue to sell their Managed IT, Managed Voice, and business solutions and offerings they haven't yet explored with them.” **Blackmer**

“This is an opportunity for dealers to transform their digital marketing and sales strategies to address their customers in this new virtual footprint.” **Coriddi**

“Our strong focus on enhancing our technology infrastructure and integrations has remained a high priority through COVID and is preparing us to emerge stronger than ever!” **Fisher**

“Being able to meet the increased demand for cloud usage, thereby ensuring data security and business continuity to our customers, was another achievement we were proud of.” **Marusic**

“Invest in human capital. The individuals who drive results daily are the ones who can make or break the process to rebuild after such a significant shift in daily operations.” **Lane**

“Increasing our security capabilities is another primary focus, making it easier for customers to establish and maintain consistent security policies for their devices.” **Maccabe**

“We have seen an acceleration in the number of companies wanting to go digital, and that has us optimistic about the future.” **Roberts**

“In times like these, no one can afford to be complacent, and we have to be proactive. That's why I always recommend looking for new revenue streams, like production inkjet or IT Services.” **Sanchez**

“Dealers that are committed from the top down to the managed services provider segment will continue to recognize a new stream of profitable aftermarket.” **Schweizer**

to customer needs and train them on new offerings. Now, with so much changing so fast, we put that infrastructure to work, providing relevant resources, including a Business Continuity Playbook, to help dealers be the trusted partner customers need at this crucial moment and as they focus on forward progress.

Fisher: At the onset of the pandemic, we were quick to react to the needs of our customers and their customers. In the early stages, we came to the table with payment extension solutions for the end-user that offered protection of dealer pass-through monies. We were very careful to include our customers in the negotiations we were having with end-users. While this may have slowed our response times, it was critical to preserve the relationship with their customers.

At the same time, we focused on solutions to help our customers close transactions in their funnel and market new opportunities as customers entertained purchasing again. While a number of these solutions were focused on financing, one highlight was the launch of MPSecure – an opportunity to help our customers educate their customers of the risks associated with employees printing in an unsecured work from home environment.

MPSecure focuses on three key areas of risk: the network, creeping costs, and document disposal. The customer resources include an informative whitepaper, educational video, and marketing toolkit, providing our customers with a suite of out-of-the-box solutions they can use internally as well as externally to promote to their customers.

This idea was born from our focus on security, business continuity, and the obstacles presented by the pandemic, and proves that during difficult times we continue to innovate and seek ways to help our customers. As the work from home trend continues, we believe that the talk track around MPSecure will resonate with our customers and their end-user customer to generate sales leads and close sales.

We continue to evaluate innovative ways we can bring value to our customers as they strive to create greater future success, whether it be related to financing or not. Stay tuned for our next introduction.

Lane: This year has been anything but ordinary, inside and outside the industry. It has left many of our partners and their customers looking for a “crystal ball” to help navigate the future. For ACDI, we saw an opportunity to accelerate our development efforts around cloud and data enablement for our customers. ACDI’s StoryBoard has been our internal “crystal ball” to project trends, sales potential, product adoption, customer churn, and several other KPIs. We launched that offering to our resellers in beta mid-summer, and the feedback has been tremendous.

Being able to combine disparate software platforms through a single pane of glass is an eye-opening experience. Inside of our industry, significant digital transformation should drive insights and real actionable data. Outside of our industry, Business Intelligence is being adopted at a growth rate of 30% year over year to help map financial outcomes and productivity. Intelligent data is critical to long term growth and planning. “You can only manage what you measure” is a phrase we live by at ACDI.

We invested in the technology and people for our partners and customers to help deliver a best-in-class experience. StoryBoard, as a solution, requires minimal proficiency in business analytics. Machine learning, predictive modeling, and robust data visualization are just the tip of the iceberg for StoryBoard. Just as IT services emerged from existing synergies of IT support for print technologies and customer networks. Storyboard helps deliver more insight into a relationship with business data. These are conversations that our teams are already having with their customers regarding spending, contracts, systems, and processes. StoryBoard will help expand the business and industry for today and tomorrow.

Maccabe: Though 2020 has certainly been a very challenging year for business across the spectrum, we continue to closely collaborate and support our valued reseller partners to the fullest extent possible by listening and responding to their needs in this new environment. Toshiba is particularly helping dealers navigate today’s challenges with support in four primary areas: finance, product, marketing, and enablement.

Financially, we’re offering resellers affordable pricing and financing options on office and home printing products, software and supplies. And Toshiba’s updated product suite enables dealers to provide options that address the new work-from-home and social-distancing challenges within an office. Four new models were released within the past two months. Toshiba’s latest light-production multifunction printers (MFPs) deliver high-volume printing with peak performance, and our newly minted A4 MFPs combine the power and functionality while better fitting in smaller office settings. We’re additionally continuing to provide innovative, end-to-end digital signage solutions and expanding our label printer line. We began 2020 with the release of new rugged point-of-sale receipt printers for bar, restaurant, and hotel environments.

For enablement, we’re expanding our online sales curriculum with impactful content featuring live and recorded webinars, courses, and training sessions. Toshiba is additionally hiring leading sales and financial experts to educate resellers on-call campaign best practices and CARES Act details. Toshiba is furthermore expanding our Vertical 360 (v360) program delivering in-depth information and insights empowering resellers to become subject matter experts across many industries.

Demand generation via marketing is another area in which we’re assisting resellers, whether helping resellers better engage current and prospective clients virtually or by building dynamic presentations with Toshiba’s new StoryTeller platform.

Ultimately, our team is simply committed to helping our reseller and client businesses to the best of our ability. Please let us know how we can help you.

Marusic: This year has been exceptionally difficult for everyone in our channel, especially our dealer community. We have been fortunate as a company to be doing relatively well, and we believe it is due to our focus on the dealer community. It has been a downturn in business, but not a slow period of work. Our efforts to support the dealer were a big part of what we dedicated ourselves to during the spring and summer. At the same time, we kept a rigorous product launch schedule and have introduced a complete line of printers that are very timely considering the new work from home environment. If I had to pick a highlight it would be how the team banded together and kept focus. We knew early on that our number one emphasis had to be on supporting the dealers. Across all areas of Sharp— sales, training, service, product management, marketing, and even finance—the team was quick to market with updates and changes designed to support the dealers. Across all areas, we made sure we were in constant communication with the dealers to ensure that we were providing them the tools they needed to get through this period. I feel how partners treat each other in the downtimes is really the best indicator of a true partnership. When I hear the positive feedback from the dealers about our efforts, I am exceptionally proud to be a part of this team. Now we have to keep it up.

Roberts: Establishing ourselves as leaders and educators as well as digital solution providers was a very fulfilling role for us this year. Following the lockdown in March, with businesses scrambling to stay open and manage remote workforces, we really leaned into the educational angle in April and May. We took the pain points our sales teams in the field were hearing and launched a Business Continuity and Mobile Workforce Webinar series to offer meaningful solutions for existing and potential customers. This turned out to be the most popular and well attended

educational webinars we have run, with over 7,000 registrants—that is about double what we have in a (normal) year!

As businesses began to return to work in the July-August time frame, we once again were proud to offer a solution to offer contactless employee health screening. Our eform was designed specifically to help manage the employee screening in compliance with the CDC guidelines. It was a simple process that we offered all our customers and involved scanning a QR code with their camera for downloading a form, answering the questions, hitting the “submit” button and within minutes receiving a response that either denied or allowed access to their place of work.


Being able to meet the increased demand for cloud usage, thereby ensuring data security and business continuity to our customers, was another achievement we were proud of. To give you an idea of the kind of demand we are talking about—DocuWare cloud usage increased globally by 24.3 percent compared to the same period in 2019.

Sanchez: It has been a difficult year, but for Kyocera it's been a very exciting one too. This year we have launched our new production inkjet device, the TASKalfa Pro 15000c. It's proved a hit immediately, and we've seen great results. Our dealers and our customers already have big expectations for what's ahead. It's a new segment and new technology with a unique position in the market. It's what really sets us apart from other companies in the industry, and we think it, and subsequent innovations will be at the core of our product portfolio for some time to come.

Schweizer: We've seen continued and steady growth with our office technology partners, even in the wake of COVID-19. One of the biggest new initiatives for ConnectWise has been an increased focus on cybersecurity education and training for our partners and solution providers across the industry. We were already in the process of ramping up all of our train-

ing, including our IT Nation Certify cybersecurity courses and certification early in 2020 before COVID-19 hit, and then we had to put more emphasis on securing remote workers. We also had to quickly pivot to offering that training in a virtual format. To date, we've had more than 5,000 solution providers receive certification on our cybersecurity courses, including 50 from the office technology vertical.

We're also really excited about the ConnectWise Manage integration with eAutomate that CEO Juice created this year. We've seen great success so far and know it's only going to get better and better.

 *What are you or your company working on that has you optimistic about 2021?*

Blackmer: Our new product lineup continues to be very impressive, and we are working diligently to craft solutions around those products for our dealers to sell in specific verticals. Our ability to develop the product, the solution, and the marketing and sales components allow us to deliver full vertical packages. We hope these will be recession-proof and provide dealers with a real edge against their competition.

Coriddi: Nobody knows what to expect next year. What we do know is organizations will have to provide an agile work experience. At Ricoh, we're laser-focused on this, and we're providing tools and insights to our dealers to do the same for their customers. Dealers can be uniquely agile and flexible at the customer level. Their strong relationships make them well positioned to address their customers' changing needs. This is an opportunity for dealers to transform their digital marketing and sales strategies to address their customers in this new virtual footprint. They have strong customer relationships. That trust carries over as dealers' portfolios evolve, growing to include more management of customer information flow. Organizations know Ricoh dealers can help them focus on moving forward.

Fisher: Our strong focus on enhancing our technology infrastructure and integrations has remained a high priority through COVID and is preparing us to emerge stronger than ever! We have a relentless emphasis on consistently meeting and exceeding our customers' service expectations. As a result, we will ensure we are meeting these expectations in the way our customers desire as we evolve our technology and automation.

We have also remained focused on implementing an inbound marketing strategy that better serves how customers are making purchase and partnering decisions today. The age of the salesperson having complete control of the buying journey is one for the history books. Buyers have become more sophisticated and educated through access to online information. As a result, sales and marketing alignment is critical to an organization's ability to evolve their customer acquisition journey to better fit the way their customers want to be engaged today.

COVID has also provided us with ample opportunities to provide educational content to help our customers more successfully navigate through the pandemic. Our industry presence has adjusted to more online and virtual formats, and we continue to embrace and engage with the channel in new and innovative ways. I see this continuing into 2021.

Lane: In 2021, we are eager to strengthen relationships with our existing partners through deeper dives into data, expanding services to accommodate cloud products and specific partner programs that drive customer success. StoryBoard strengthens our productivity, profitability, and value across all business applications, and it affords our partners the same benefit. Most importantly, with PaperCut software working within all verticals serviced by the channel, it offers an "in" for StoryBoard and quickly expands beyond print, generating more opportunity for value-added services that our reseller partners are eager to provide.

From the beginning, it has been crucial to meet our partners where they are. Now, more than ever, companies are shifting their servers and business applications from on-premise to hosted in the cloud, where hardware and services become virtual and where scalability becomes effortless. We are building a Platform as a Service for cloud-based software applications that will accommodate system uptime, ensure data security, and support remote backups. This shift has also empowered our professional services team to engage on a deeper level. For ACDI, it's an essential offering because no two environments are the same. Therefore, flexibility and adaptability are the keys to user adoption and market penetration. We don't expand if our partners don't. We are uniquely symbiotic in that way.

Our final push is customer success. Some of the top software companies in the world understand and implement customer success as a differentiator. We recognize that you never stop working to win your customers. We are taking this mindset and explicitly honing in on time-to-value, early warning signs, frictionless contact points, software utilization, and innovative training courses. We are eager to engage, both virtually and in-person. This year, we had an option to hunker down and wait out the storm or pursue value innovation; our team chose the latter and collectively outperformed in almost all areas.

Maccabe: We are particularly looking forward to supporting our reseller and client community by presenting them with new hardware, software, and technologies in the new year. This includes color A4 MFPs enhancing the work from home experience, improving device management, and servicing with predictive analytics and cloud technology while bolstering client security.

Toshiba's upcoming color A4 MFPs will be ideal for printing from home in 2021. Beyond comprehensive print, copy, scan, and fax functionality, the devices provide similar levels of security and cloud app access as larger MFPs.

Deploying predictive analytics will help Toshiba enrich the customer experience. Our e-BRIDGE CloudConnect tool is managing even more devices, enabling us to pull meaningful data to better maintain print fleets. This benefits dealers by increasing service scheduling efficiencies while better enhancing the management of parts inventories.

A mobile app to better manage their fleets is another technology we'll unveil in 2021. This will allow end-users to easily view the status of each device, toner levels, retrieve meter data, view training videos, and place and track service calls via mobile phones and devices.

We are also working on supporting Microsoft's new cloud print solution, Universal Print. Microsoft Universal Print eliminates the need to install print drivers and doesn't require any on-premises infrastructure.

Increasing our security capabilities is another primary focus, making it easier for customers to establish and maintain consistent security policies for their devices. Being notified should a device become out of policy assures customers are compliant with company directives and regulatory standards.

Moreover, our team is hopeful we'll have the opportunity to visit in-person at LEAD '21 scheduled for May in Las Vegas. If public safety prevents the event from taking place, we will continue to deliver rich online opportunities to educate and connect with our dealers and clients.

We'll continue working diligently to ensure we properly support all Toshiba resellers and customers however possible in the next year and beyond.

Marusic: The unfortunate impacts of COVID-19 have highlighted what Sharp has been talking about for the past few years: the Smart Office. We never looked to diversify away from our core business, but rather augment what the

dealers already offer. If you think back to our dealer meeting in October 2019, we highlighted the changes we expected to see in 2020. Of course, we never anticipated COVID-19, but the work from home trend and technologies such as Microsoft Teams were cornerstones of our general session. I look back and think about how much time we spent explaining “Teams,” we had so many questions about how it could help in collaboration. Who would have thought that just a few months later we would have the entire business world focused on using Microsoft Teams?

So, when I look forward to 2021, I am confident that we have a head start on the competition because we were not just talking about the trend but introduced products around it. Our collaboration with Microsoft created the Windows collaboration display from Sharp, which leverages Teams in a fully integrated way. Quite literally it is designed around Teams. This is a product that dealers can bring to their customers and help them navigate the new hybrid workforce. We also introduced Synappx, which is software that augments a company’s investment in technology and a mobile workplace. Is there anything more timely? Finally, we have two ways people can use our MFPs in a touchless manner – either with Synappx Go or using the Amazon Alexa App that is integrated into our MFPs. What company can say they introduced three new technologies in the last year that so uniquely apply to the current work environment? As we build on these products, we will be able to provide a tremendous opportunity for our dealer community.

Roberts: We have seen an acceleration in the number of companies wanting to go digital, and that has us optimistic about the future. COVID-19 certainly raised awareness for the need to invest in secure digital tools for a mobile workforce. Our focus is still on supporting our partners, and as our network extends, we want to offer the same level of support to partners whether they are half-way around the world or just around the corner. “Support” now means

also offering our services in more languages. Since mid-October, our Knowledge Center, website, and sales brochures are available in Japanese. We look forward to being able to continue to meet our partners needs in any way we can.

Our Preconfigured Solutions team has been working harder than ever to ensure that if a business wants to go digital, they can make the transformation with minimal downtime. In November, we introduced our new default document template so companies can start their digital transformation by capturing and storing all their documents immediately. This includes predefined index fields by document type, subtype, company name, contact name, and more with all the security measure users expect from DocuWare such as controlling the access rights of the documents, etc.

Sanchez: At Kyocera, we are continuing the transformation of our organization. Our new management team is almost complete, and we’re making significant investments in technologies, like our new web platform or marketing automation tool. These have been essential steps to help us to take the next steps forward, such as our new partnership program that will increase the value we provide to our dealers.

Schweizer: ConnectWise has established the office technology vertical as one of our pillar initiatives in 2021. Office technology dealers grow their MSP businesses at an incredible rate. Dealers perfected the as-a-service model over the last 50 years, and this expertise transfers amazingly well to the MSP space. ConnectWise will focus on best operating practices, sales enablement, and selling with initiatives for dealers in 2021. We have a team dedicated specifically to dealer success and they work with nuances specific to the MSP inside the core dealer business.

And, between the cybersecurity education offerings and our ConnectWise Fortify product offerings, we’ve put so much emphasis on cybersecurity in 2020 that we

anticipate it will provide significant new revenue and profit streams for our partners.

CR | *What advice do you have for dealers to get their businesses back on track after a significant downturn?*

Blackmer: Get back to basics. Understand the markets you are in as well as the baseline metrics you are driving toward. To me, the absolute best way these dealers can shore up their business is to make sure their customers are satisfied and look for ways to continue to sell their Managed IT, Managed Voice, and business solutions and offerings they haven’t yet explored with them. The best thing dealers can do is make sure their existing customer base is locked in and looking at ways to grow. Take care of customers, train, and pay attention to the financial basics that are so key to being successful in this business. Figure out what you do best and stay focused on that so you can do it better than everyone else.

Coriddi: This is a challenging time, but it is also a time of opportunity for dealers. First of all, having a strong digital presence is paramount as they need to be prepared to approach customers virtually. That’s a different experience than dealers’ traditional channels. A more consultative approach can go a long way. Organizations are changing their processes, so they’re looking for knowledgeable partners. Dealers can take this opportunity to expand from a trusted technology provider to a workflow management consultant and reliable collaborator, providing the low-touch, high-efficiency solutions customers need right now. These kinds of offerings build a closer, longer-term relationship with customers, and subscription pricing models give organizations more financial flexibility while keeping revenue flowing for dealers. Dealers can help their customers more successfully manage information, uncovering hidden problems and removing obstacles to seamless productivity. Bundled, more comprehensive solutions

can help simplify complexity. Similarly, with high-quality production print technology becoming more affordable and intuitive, production print can be a smart addition for dealers. Organizations are eager to drive efficiencies, and bringing tasks in-house with production capabilities set up – or even managed – by a trusted dealer partner can help organizations lower costs and become more self-sufficient.

Fisher: I don't know that there is any advice I could give them they are not already thinking about or working on. I do know that regardless of what we do—sell technology or finance it—we are all facing similar challenges. I also know that as we continue to navigate those challenges through the pandemic, it is critical for us to focus on and prepare for the future. If organizations have not done so, now is an excellent time to review their business plan and strategic objectives and ensure they have a solid plan and process in place to meet those objectives.

Lane: Invest in human capital. The individuals who drive results daily are the ones who can make or break the process to rebuild after such a significant shift in daily operations. Ensuring that the right people are on board is one of the most critical aspects of returning from any loss. If we think of our company as a football team, we can't celebrate wins without recruiting the right players for the position. If we don't have the right players, we will lose, period. Surround your players with winners, invest in resources so they can do their jobs well, and never miss an opportunity to coach them on the sidelines. When you get the right people in place, make sure you are nurturing their growth and success. It's also critical to create an engaging and energetic culture. We've created an internal fantasy league with our team and have our entire organization playing along. With our pre-sales and post-sales employees as the players, we take activity insight to a whole new level. Gamification is real, and despite everything, it is much-needed fun.

Maccabe: Stay close to your customers while listening intently to what they need. Many businesses are going through turbulent times and may have an entirely different set of needs. Some may have decreases in demand, or employees working from home, others may have sharp increases in business. Whatever the change, your clients will remember what you do for them in hard times and will reward it with loyalty for years to come.

Marusic: A little statement of the obvious to start. EVERYTHING has changed. While the fundamentals of our business can return, and people will use paper again, this COVID-19 period has accelerated the decline in use. Dealers need to diversify into these other “information” and “collaboration” products. They are extensions of what the industry has always done, provide ways for people to share information and collaborate with each other. But they need to get started.

Second, don't fall back into the inventory trap with your OEM. Your cash is your most valuable asset, do not have it tied up in inventory by doing a “deal” that requires you to stock up 3-4 months of inventory. Almost ten years ago, Sharp started down the path of a new supply chain process and improving our dealers' cash flow by not forcing them to load up on inventory to get the correct price. The “load them up” is intoxicating for an OEM, and it transfers the pressure from the manufacturer to the dealer, so it is a popular path for all of us to take. In a time of low interest rates, it was not easy to explain why this is a bad model. But as we entered this period, our dealers were in great shape to weather the storm. Our model did not have to adjust, and dealers kept on going. Things will get better, but we can't fall back into that trap. Cash is king.

Roberts: It's a great time to consider becoming an authorized DocuWare partner! DocuWare has a comprehensive partner program in place to support and work with our dealer network. In

the first 90 days, we build a customized marketing and growth plan for that specific dealer and their customer base. It involves sales and implementation training for dealers, along with certifications they can earn. We are out in the field alongside our partners, helping them sell, and we also provide the behind-the-scenes technical expertise so that dealers can focus on closing more deals and building their reputation in the industry. There are a lot of businesses out there still waiting to be digitally transformed.

Sanchez: My top recommendation in these difficult times would be to be creative. In times like these, no one can afford to be complacent, and we have to be proactive. That's why I always recommend looking for new revenue streams, like production inkjet or IT Services. That's just what we've done at Kyocera, and we believe that not only will it help us through this difficult period, but it will also give us firm foundations for a brighter future.

It's also crucial to keep yourself informed. It's the only way to understand market dynamics like a more accelerated shift towards A4. Kyocera has a strong A4 line-up and we want to reinforce our value proposition in this segment, and I think dealers need to re-evaluate what they are offering in this market segment. For many, A4 has taken a back seat for some time, but right now it's what our clients are demanding.

Schweizer: Dealers that are committed from the top down to the managed services provider segment will continue to recognize a new stream of profitable aftermarket. The MSP business is thriving and growing—if you aren't in the market, you're late; if you are in the market, get focused. And lastly, cybersecurity isn't a fad, it's a requirement.



Questions About This Story?

Contact Scott Cullen
Phone: (609) 406-1424
Email: scullen@cannatareport.com

UNITE & CONQUER

The Cannata Report's Annual Women Influencers Brunch Goes Virtual

The brunch was a fitting companion to the virtual Awards & Charities Gala.

By Cathy O'Brien

The Cannata Report honored Kyocera's Natalie Cumberbatch, Ricoh's Heather Poulin, and LEAF Commercial Capital's Michelle Speranza at our 5th Annual Women Influencers Brunch hosted as a webinar and sponsored exclusively by ESP on Friday, November 6.

Following the premiere of our 35th Anniversary Awards & Charities Gala premiere on YouTube on November 5, we honored our Women Influencers as we traditionally have on the day after our gala. We were thrilled to welcome both women and men to the event and are happy to share a video of it on our website.

The brunch kicked off with introductions by CJ Cannata, president and CEO, followed by welcome remarks from Lauren Simmen, director, marketing, ESP, our long-time partner and sponsor.

In keeping with the brunch mindset, guests were surprised with a "Cooking with Carol" video featuring our own Carol C. Cannata. She welcomed viewers into her kitchen as she prepared a special dish from her family's recipe collection, her father's original recipe

for savory French toast prepared "Italian" style.

After Carol "served" brunch, albeit via video, The Cannata Report's Sharon Tosto Esker led Cumberbatch, Poulin, and Speranza in a discussion during where each chronicled the evolution of their distinguished careers. The women shared insights into various subjects, including career fulfillment, team building, collaboration, establishing trust, and fostering motivation, from both a personal and a managerial perspective. Each shared their thoughts on what bravery and authenticity look like in the workplace. The discussion also focused on key topics examined in The Cannata Report's Women Influencers issue published in October, specifically the importance of diversity of thought among team members.

The women also addressed several questions posed by the attendees that touched on a wide array of subjects. They fielded questions about leading a remote workforce, making the industry more inclusive of women, especially women of color, and how male colleagues can help women grow and meet their full potential in the industry.

Insights from our 2020 Women Influencers

"A key to collaboration is listening in the way that you want to be heard. Collaboration is not level or title specific, so when you are reaching out to collaborate, you should be reaching out to levels above you, your peers, and to those at levels below you. That's when true collaboration happens."

Heather Poulin, vice president, commercial & industrial print marketing, Ricoh USA

"When you wake up in the morning you have two ways you can approach your life and approach your job. You can say, 'I can't believe I get to do this for a living,' [she said effusively] or you can say 'I can't believe that this is what I do for a living.' [she said flatly]. You definitely want to have the former as opposed to the latter in terms of your attitude and approach and making sure that you're in a place you feel fulfilled."

Natalie Cumberbatch, vice president, human resources, Kyocera Document Solutions America

"I'm really passionate about making sure that every voice can be heard. I think that's so important especially in the creative process because you don't know where your next best idea is going to come from."

Michelle Speranza, SVP, chief marketing officer, LEAF Commercial Capital



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Women Influencers Brunch



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Women Influencers Brunch



The 2020 Women Influencers discussed their career paths and current roles as well as a wide array of topics, from team building to authenticity and bravery in the workplace.



To kick off the webinar, Carol C. Cannata taped "Cooking with Carol" to share a favorite family recipe.



Carol C. Cannata and CJ Cannata on the set of "Cooking with Carol."

COOKING

with Carol



Charlie's Original Recipe (Carol's Dad) Savory French Toast "Italian Style"

Ingredients

- 4 extra-large or jumbo eggs
- 1 cup Italian basil & tomato "pasta sauce" (I make my own sauce from scratch, but you can use your favorite Italian brand.)
- ¾ cup fresh chopped basil
- ¼ cup extra virgin olive oil
- 1 tablespoon garlic-infused olive oil
- "Round" Italian Artisan bread sliced 5/8" thick (4 large slices cut from the Round Bread for this recipe)
- Thickly shredded fontina cheese for topping (can also be topped with grated "Reggiano" Parmesan, or shredded mozzarella)
*Use as much cheese as you like

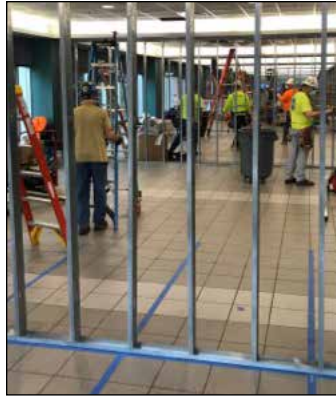
Preparation

1. Whisk eggs in a bowl (the more you whisk the fluffier the eggs).
2. Add the red sauce and blend together.
3. Stir in the chopped basil.
4. Pour mixture into a rectangular bowl or the like to accommodate shape of the bread.
5. Soak bread slices in egg, sauce and basil mixture.
6. Heat olive oil in a sauté pan (hot enough to sizzle, but not burn).
7. Fry the prepared bread in the olive oil.
8. Cook on each side for 3-4 minutes or until mixture adheres to bread.
9. Remove from pan with spatula, cut bread slices on the diagonal, place in serving dish.
10. Top with cheese to your liking, add basil leaves for garnish.

***Can add salt and pepper to taste as well as red pepper flakes (for a kick).

NOTE: This recipe was an original prepared by my Dad when I was growing up. However, he served this as a late night "snack" if we had a very early dinner. By 8 or 9 PM we were hungry again... (Brunch was not in the equation then).

Brunch exclusively sponsored by **ESP6**



Health Caring

Hackensack University Medical Center Nurse Manager Megan Weinman's Story Inspires Fundraising for Frontline Workers

By Frank G. Cannata

It was sad for us to cancel our live annual awards dinner, but I underestimated what CJ and his team could accomplish by creating a virtual event and a successful fundraising campaign to benefit frontline workers. Allow me to share with you what was behind our decision to raise funds for Hackensack Meridian Health's Circle of Compassion at this year's Cannata Dinner.

We launched a #BusinessAsUnusual t-shirt campaign several months ago to raise funds for Hackensack University Medical Center's COVID-19 Response Fund for frontline workers which will fund the newly formed Circle of Compassion program. We felt it was the right thing to do given how hard our area was hit with the coronavirus and the sacrifices by frontline workers. Thanks to Ricoh for printing over 500 t-shirts and Carol Cannata who took care of the design and shipping. We asked the people receiving the t-shirt to take a picture of themselves wearing it and post it on Twitter. For every photo posted, we would donate \$25, resulting in a contribution of \$10,000.

Once we decided we were having a virtual awards event, we immediately recognized that HUMC's Circle of Compassion would be a wonderful charity to continue to support. We sent out solicitation letters

to individuals and vendors of all kinds asking them to contribute.

The Circle of Compassion program was created by Hackensack Meridian Health to provide aid for frontline nurses, allied health professionals, and EMS workers who are faced with emergent and temporary financial difficulties due to the COVID-19 pandemic.

Between the t-shirt effort and the solicitation, the response has been more than good with more than \$130,000 raised and pledged to date and more contributions arriving nearly every day. Asking people for money during a pandemic is generally a license to fail. However, we never doubted the resiliency of our industry, the manufacturers, dealers, software developers, and leasing companies, along with supplies and parts distributors who stepped up.

A Very Special Story

What better way to tell the story of our fundraising efforts than to interview one of the nurses who have served so heroically?

We reached out to HUMC and they arranged for us to interview Megan Weinman, nurse manager. She earned a Bachelor of Nursing degree in 2013 from Rutgers, joined HUMC in 2014, and was

promoted to nurse manager of the Urology and Abdominal Transplant Unit in 2018. Megan earned a Masters in Nursing this year from Fairleigh Dickinson University.

What I would like to do now is share some of the more poignant moments of the conversation I had with Megan.

As a nurse manager, Megan oversees 42 people who are responsible for 19 patients. Her unit focuses on cancer-related issues and transplants. This group has handled 113 kidney transplants. We asked Megan about the toughest challenges the hospital has been dealing with since February.

"In February, everything we were dealing with was mostly unknown and it took us to about March 15 when we restructured our organization to better deal with the situation," she said.

For Megan, this meant not seeing her staff every day and not knowing how they were faring personally. What she knew was that wearing masks all day and every day with shields was extremely uncomfortable. Add to that the fear of contracting the virus or worse still, infecting your own family.

HMH went from 14 to 200 patients on ventilators in ICUs and the hospital was running out of beds. The hospital con-



Scenes from the front lines at HUMC.

verted the cafeteria to 70 beds with filters installed. As a manager, Megan remained concerned with how the staff was doing and was comforted by the counseling service the hospital was providing.

One of the many things Megan was grateful for were the volunteers that came from other areas to help. What most impressed her was the way the different teams collaborated as if they had been working together for a long time.

CR | *How has this experience personally affected the nurses and EMTs?*

“This experience personally affected nurses (and EMTs I would assume) as it was something we had never seen before,” said Megan. “There were so many unknowns. It was the fear of those unknowns that challenged us yet allowed us to demonstrate our strength, teamwork, and resilience to provide the best care and save so many lives.”

It is obvious to me that Megan is proud of her profession and the thing that personally troubled her was not being able to go to school.

“My career is my passion and to care for my patients,” she said. “The hours were

restructured, and we were asked to work on Sundays. There was not enough time to take care of the things that are so necessary for those nurses, many of whom have children at home.”

CR | *What was she most proud of?*

“The 1,000 patients that were discharged and able to go to rehab and get back to living,” said Megan with a smile. “We had a whiteboard with the number of discharged patients affected with COVID. We would line-up and cheer them out the door. Also, the Fire Department did a drive by that was truly special.”

CR | *What was the most difficult time she had to endure?*

“March and April were the hardest until we started closing (COVID) units and the nurses were reassigned,” she said with some sadness. “I had to keep my distance from my family, stay in hotels and maintain social distancing,”

This is a woman who lost her mother at a young age and a brother from a drug overdose. She has endured a great deal of personal suffering. Carol was sitting in on the interview which we conducted via Zoom, and we expressed how sorry we

were for the hardship and suffering that Megan has had to endure.

“When I am working in the transplant unit it represents a kind of healing for me,” she said, telling us in her own way, “I am OK.”

As a journalist that has been interviewing people for 35 plus years, it was an honor to interview Megan. She is a hero in every sense of the word and both Carol and I believe she is one very special kind of person.

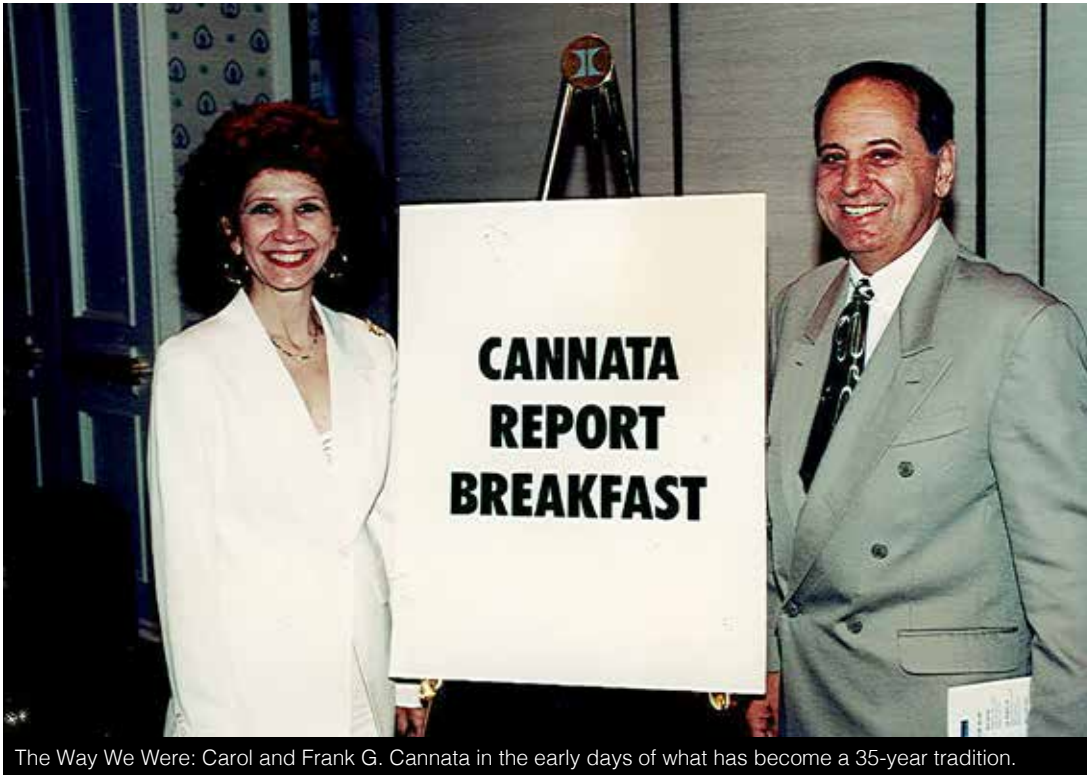
If you want to help those that have dealt with this difficult tragedy that has killed more than 270,000 people in 8 months here is what you need to do.

Give a donation to help these American heroes. Give whatever you can and write a check to Hackensack UMC Foundation and send to The Cannata Report, PO Box 180, Hamburg, NJ 07419. You will receive an acknowledgement from HUMC. No amount is too small or too big.

CR

Questions About This Story?

Contact Frank G. Cannata
Phone: (860) 614-5711
Email: fgcannata@cannatareport.com



The Way We Were: Carol and Frank G. Cannata in the early days of what has become a 35-year tradition.

Frankly Speaking

From the Top

A Brief History of The Cannata Report Awards

By Frank G. Cannata

In 1985 we decided to conduct a dealer survey because there was no major effort in the industry to build any kind of content to track how dealers were performing. The focus was on the copier and fax manufacturers and dealers were thought of as wearing white socks and gold chains.

We sent out questionnaires in February 1986 addressing 1985 performance and announced the awards ceremony was to be held at a breakfast at the July 1986 NOMDA Convention in New Orleans.

We wanted to explore revenue, measure dealers' attitudes towards the manufacturers they represented, and the business areas they were involved with. Many had

their roots in typewriters and calculators as well as stationery and office furniture.

We sent a questionnaire to our subscribers, of which there were approximately 250, and 36% responded. Respondents averaged 18.4 years in business, had a sales volume of \$6.9 million, and employed 25 sales reps and 33 techs. In our most recent Survey, the average revenue was \$16.3 million. The manufacturers represented in that first Survey were:

1. Mita
2. Minolta
3. Canon
4. Sharp
5. Toshiba

We asked if their copier manufacturers provided good communication and 34.2% responded "none." Do you get the idea? When it got down to the question of manufacturer of the year, 23.7% responded "none."

We presented four awards and the winners were:

- Overall Manufacturing Excellence - Canon U.S.A., Inc.
- Copier Manufacturer of the Year - Mita Copystar
- Typewriter Manufacturer of the Year - Panasonic
- Facsimile Manufacturer of the Year - Ricoh

Time for a Change

We continued to conduct our Awards Breakfast at the NOMDA shows until 1998, when it became apparent that those days of great crowds and huge events were gone. In 1998, Carol and I decided to host an awards dinner at the Parker Meridian in New York City. We honored Sam Kusumoto, president and founder of Minolta in the U.S. with our first Lifetime Achievement Award.

In 1999, we moved to the Marriott Marquis and added a charity to the awards dinner. The first was Child Help USA, an organization that takes care of battered women and children and does an outstanding job. In 2002, we presented our second Lifetime Achievement Award to Paul Shields of Copytronix in Jacksonville, Florida. He had contracted ALS and could not make it, but his son Bob accepted on his behalf.

The cost of doing this event in New York City was increasingly expensive, and thanks to advice from a friend, we moved our 2007 awards dinner to Nanina's in the Park in Nutley, New Jersey. That move cut our costs in half, and we had a much better atmosphere and environment to conduct The Cannata Dinner.

In 2010, Lou Scantland of DOCUmentation, reached out to us and asked if we could raise money for an endowment in Chester Carlson's (the inventor of the electrophotographic process, renamed xerography, that is used in copiers) name at the California Institute of Technology (Cal Tech). This was the university that Carlson attended. Lou asked if I could make the arrangements, and he would help raise the money. We had to raise \$150,000, and Cal

Tech would match it. We ended up short, and Lou more than made up the difference. He did not want any recognition for this, and to me that puts him in a special class of people who do things because it is the right thing to do.

We honored Ed McLaughlin with our third Lifetime Achievement Award at our 2011 dinner. He had just stepped down as president of Sharp. I asked Rick Bastinelli of Centric in Owings Mills, MD, to head a committee of Sharp dealers and come up with a suitable gift for Ed. The committee raised \$10,000 (just among themselves), and with Carol's help, gave him a wonderful gift of a Cartier watch.

In 2013, Haruo Murase of Canon received our fourth Lifetime Achievement Award and in 2014, CJ Cannata joined our company and began making over what was an Awards & Charities Dinner into a premier event. Carol and I are indeed proud of what our son accomplished and continues to do.

Next Generation

The high spot for me was last year at our 34th Annual Awards & Charities Dinner. CJ invited sons and daughters of dealers to present our awards. It was a huge success. Each year Carol goes one step closer to perfection. Adding a Women's Influencers Brunch on the day following the awards five years ago and an after party three years ago is all icing on the cake.

While this year, there is sadness because of the pandemic, and our event was virtual, it was still a fun night.

CR

Questions About This Story?

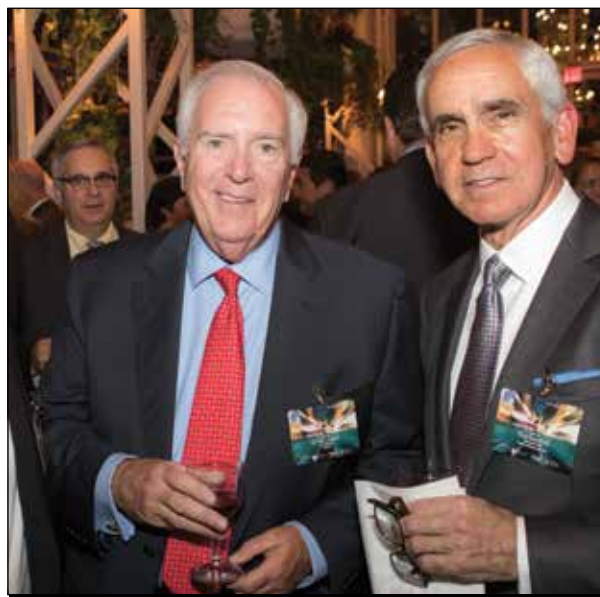
Contact Frank G. Cannata
fgcannata@cannatareport.com
Phone: (860) 614-5711

Winners of Multiple Executive of the Year Awards

- Rick Taylor – 11
- Brian Merriman – 6
- Laura Blackmer - 6
- Bob Magrino - 2
- Mike Stramaglio - 2
- Mike Marusic - 2



Lou Scantland (left) of DOCUmentation and his son Lee Scantland at the 32nd Annual Awards & Charities Event. Lou was the recipient of our first Humanitarian Award.



Ed McLaughlin (left), pictured at the 32nd Cannata Dinner with Rick Bastinelli of Centric Business Systems. McLaughlin was the recipient of our Lifetime Achievement Award in 2011.



Stream Digital Soundtrack Inspired by 2020 Event Theme

As the true universal language, music possesses unparalleled power. It speaks to all of us as individuals – and unites us as a collective.

Over the past several years, we have increasingly infused music into the DNA of our annual awards and charities events. We've aligned themes and presentations with relevant songs, and hosted after parties featuring live music and dancing. This year challenged us to come up with something different. So, I curated a soundtrack inspired by our 35th Anniversary Awards & Charities Gala and After Party theme, UNITE & CONQUER.

As Madonna put it in 2000, "Music makes the people come together...
– whether virtually or in person."

SIDE A

1. Show Them The Way | Stevie Nicks 6:31 (2020) 2. Revolution (Single Version) | The Beatles 3:24 (1968) 3. Adventure Of A Lifetime | Coldplay 4:23 (2015) 4. Higher Ground | Stevie Wonder 3:42 (1973) 5. The Phoenix | Fall Out Boy 4:04 (2014)

SIDE B

6. Music | Madonna 3:45 (2000) 7. The Fear | Lily Allen 3:27 (2009) 8. Bring It On Seal 3:57 (1994) 9. The World Is Mine | Hooverphonic 3:53 (2002) 10. One Vision Queen 5:11 (1985)

SIDE C

11. Lean On Me | Bill Withers 4:18 (1972) 12. Human Touch | Bruce Springsteen 6:28 (1992) 13. Breathe Deeper | Tame Impala 6:12 (2020) 14. Everybody Wants To Rule The World | Tears For Fears 4:11 (1985) 15. The Chain | Fleetwood Mac 4:30 (1977)

SIDE D

(Bonus Tracks – covered by Skyline Drive Orchestra during Gala After Party)
16. Raise Your Glass | P!nk 3:22 (2010) 17. Livin' On A Prayer | Bon Jovi 4:09 (1987)

Executive Producer: Charles J. Cannata
Stream the 35th Anniversary Awards & Charities Gala Soundtrack at:
thecannatareport.com/featured/2020-gala-soundtrack/

Make a Commitment to Preparedness

We were all caught by surprise. No one could anticipate a global pandemic—but some dealers were much more prepared than others. It's time for your office equipment dealership to get ahead of the market. How? By getting into managed services.

Every company wants to be in a position to anticipate markets and drive demand—and that demand is in managed services. That's why dealers who are in the managed services business are in a strong position post-pandemic. The diversity in their offerings prepared them for the unexpected.

If you're looking to get ahead of the game, now is the time to commit. Our Managed Services Go-to-Market Playbook was created for dealers to gain exclusive insight into the business case for managed services and how profitable it can be for your dealership.

Learn more at
ConnectWise.com/ManagedServicesPlaybook

 **ConnectWise**
formerly Continuum®