

# A's Hire A's - B's Hire C's

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and

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# Office Equipment Dealers

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- ❑ Long Heritage
- ❑ Good mix of products and service
- ❑ Face Challenges
- ❑ Change Quickly
- ❑ Adapt and Overcome



# ENDURANCE

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- “Many of those same computer companies that underestimated our independent dealer community are no longer in business”\*

\*2013 Canata Report



# ENDURANCE

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Office Equipment dlr vs. INFOTECH VAR

- ❑ CLOUD removing servers
- ❑ BYOD replacing workstations
- ❑ CHROME & VPN replaces OS
- ❑ PAAS & IAAS replacing software

*What's left to sell?*



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Their complete business model has just vanished  
into “thin air”





# BYOD

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# BYOC

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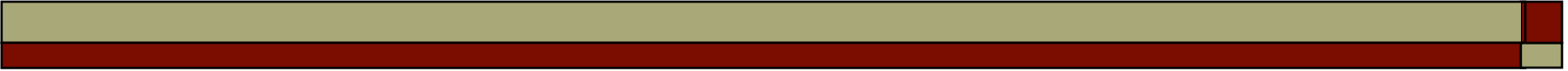




# Meanwhile.....

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- ❑ Office Equipment Dealers Endure
- ❑ We offer MPS, MNS, MDS, BPO,
- ❑ Infotec, software, solutions, hardware
- ❑ We help the customer's business
- ❑ We are trusted

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- “(Office Equipment Dealers have)...the ability to sell and to service their clients in the manner customers prefer”\*

\*Cannata Report 2013



# -To Succeed-

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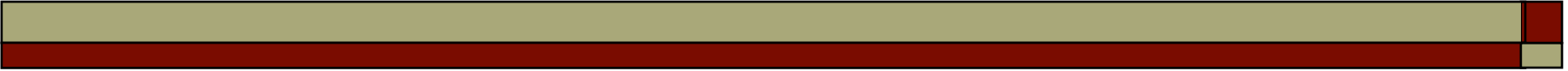
- ❑ We need the right people
- ❑ Experts
- ❑ Professionals
- ❑ Front line, customer-facing

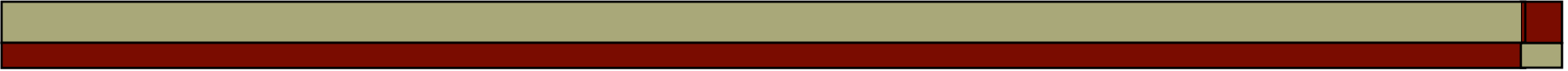


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- ❑ Technical force is younger than ever
- ❑ First evidence since 2001

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- ❑ Bring greatness from within your organization
  - ❑ Create experts who have mastered, and who can demonstrate, the solutions you support

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- “Eagles come in all shapes and sizes,...
  - But you will recognize them chiefly by their attitudes”

**E.F.Schumacher, British economist**



**As hire As**

**Bs hire Cs**

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Advancing within your  
Company requires someone  
to take over your job.

The greater the ability of those  
who work with you; the easier  
it is for you to succeed.



# 334

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**# of Baby Boomers leaving the work  
force every hour, for the next 15 yrs.**

**8000 boomers leave each day**

**2.9 million Boomers will leave the force  
for each of the next 15 years**

**You have time, but the clock is ticking**





# Change is not an option

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Those who **PLAN** the **BATTLE**

Rarely **BATTLE** the **PLAN**

Sell the Buy-In

what's in it for ME



# People are hired for their skills

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They are ***fired*** for their ***habits***

Your best employees will be leaving sooner; they have other options.

The least productive and under skilled employees will stay forever. There is nowhere else for them to go.



# The Generations / The Technology

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## Everyone must ***BEND to BLEND***

The more it *hurts* the **Greater the Progress**

Turn the phone off. Put the ipad out of sight

Stay focused/delay instant gratification/multi-task

Pay as you go                      Save for the future

The delete key does not work on the Internet

Famous and significant have different meanings

“good job” rarely acknowledges true achievement



# **Habits and Life Style of Gen X and Y?**

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**Excellent attendance, punctuality and reliability**

**Willing to work their way up the ladder of success**

**Able to make appropriate independent decisions**

**Creates & manages business & personal budgets**

**Appropriate use of electronics / Computer skills**

**Social Media driven / enhanced self-promotion anti-social behavior / *wants* - funded by credit**

**Disrespectful of authority / entitlement / WIIIFM**



# **Employees Review of their Working Environment**

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**I know what is expected of me.**

**I have the tools to do my job.**

**I have the opportunity to do what I do best.**

**My manager cares about me as a person.**

**Someone encourages my development.**

**My opinion is requested & seems to count.**



## **More Review Questions**

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**In the past 7 days, I have received praise or recognition for a job well done.**

**In the past 3 months, someone has talked to me about my personal development.**

**I regularly have the opportunity at work, to increase my job skills.**



# Vision and Urgency: WIIIFM

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**You must PROVE the STATUS QUO isn't viable.**

**Prove the REASON FOR THE PAIN to the people who are suffering the most.**

**Spend time with the people who know you are right and are most willing to change.**

**Spend time with the disbelievers and the believers.**

**You need a long term BUY IN from everyone**



# **Sustain the Value of Disruption**

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**Gen X, Y and Boomers must lead the way**  
**Sustain the BUY IN. What's in it for me? WIIFM**  
**Written commitments /checks and balances**  
**Re-enforce everyone must understand THE PLAN**  
**Leaders must model the desired action**  
**Encourage open Dialogue**  
**Embrace Peer Pressure**  
**MAKE EVERYONE ACCOUNTABLE**