



The Future for Dealers & Vendors in a Highly Connected Society

Mason Olds

**Vice President and General Manager
BISG Sales Division
Canon U.S.A., Inc.**

February, 2014

My History...



Mason Olds
premier vice-président et
directeur général
Groupe des systèmes
d'imagerie

Canon Canada Inc.

6390 Dixie Road
Mississauga, ON L5T 1P7
(905) 795-1111

molds@canada.canon.com

LD: (905) 795-2001 **Télé:** (905) 565-4574



Mason Olds

Vice President & General Manager
Sales
Business Imaging Solutions Group

Canon U.S.A., Inc.

One Canon Park
Melville, NY 11747

molds@cusa.canon.com

Tel 631.330.4928

Canon History...

❑ Established in 1937



1934 : Kwanon
Japan's first 35mm
focal-plane-shutter camera



❑ New York Branch opened in 1955



**550 Fifth Avenue
in New York City**



1972 : NP-L7
The world's first plain-paper-copier
with the liquid-dry system



1982 : PC-10
The world's first personal copying
machine with all-in-one cartridge

❑ Acquired **NTware** in 2006



❑ Acquired **océ** in 2009



❑ Business Segment:



**Business Solutions
Consumer Imaging
Medical Systems
Industrial Products**

- ❑ Revenue: \$35.5B in global
- ❑ Profit: \$ 2.2B in global
- ❑ U.S. patents: Ranks 3rd in 2013
In top-five for 28th consecutive year

❑ New HQs opened in 2013



LEED® Certified – "Gold"

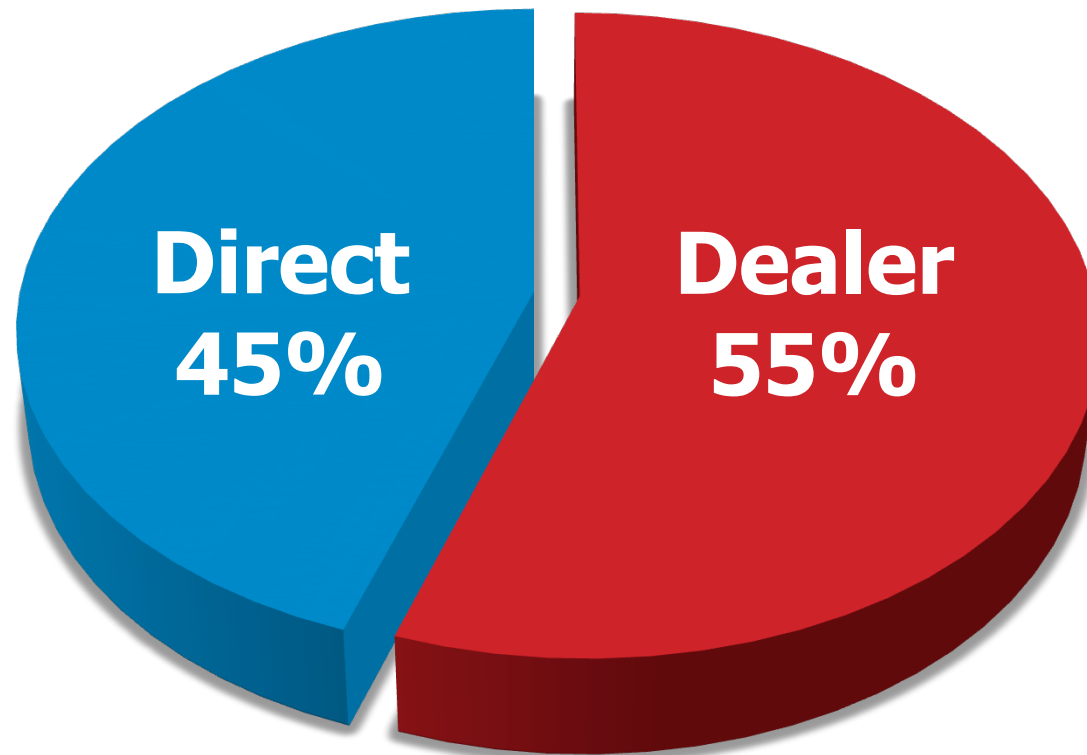


The Future ??????

You never know...

***“IKON’s expansion
will be the death of
the Independent Dealer...”***

Canon USA : 2013 Unit Sales by Channel



Office and Production devices
(US only)

What happened?

Never Bet Against The Independent Dealers!

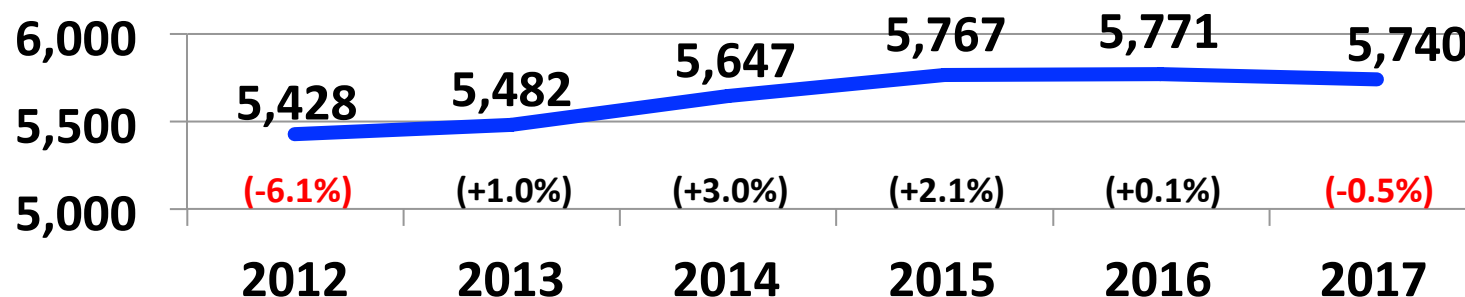
- ❑ It's your money
- ❑ Back up against the wall
- ❑ Nimble and Quick
- ❑ Part of the local community
- ❑ Loyal customers / Loyal employees

Observations on Good Dealers

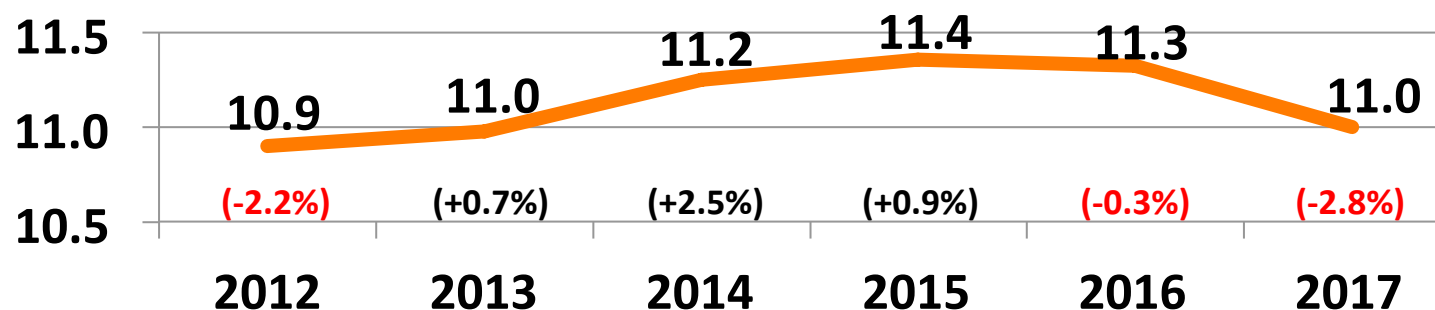
- ❑ “Integrity”
- ❑ Well funded
- ❑ “Progressive” and “Proactive”, but
“Not risk at all cost”
- ❑ Take an “Analytical Approach”
- ❑ Value employees and customers
- ❑ Smart in dealing with the manufacturers
- ❑ “Block and Tackle” with Great execution
- ❑ Simple – Give quick service and
Send a “Correct” Bill!

What is the future of PRINT?

□ By Unit Shipments (In Thousands)



□ By End-User Spending (In Millions)



Source: Gartner Sep 2013 Forecast : Printers, Copiers and MFPs

Basically...

Which will win?

You may want to hedge your bet...

**Ever-
Increasing
Content**

vs

**Paperless
Technology**

Independent Dealers

“Stay In” or “Get Out”

- Expand geographically
 - Buy others
 - Bring in New Energy
 - Find other B2B products
 - Solutions, MPS, IT Services
 - Production, Large Format
- Cash out if you can
 - Don't expect someone to pay for your retirement
 - There is a reason you are selling
 - Succession Planning?
 - Manufacturers' reluctance

Biggest challenge we all face...

Finding good people

Thank You to Someone

Click-rate system

- ✓ Strong margins
- ✓ Aftermarket
- ✓ Not Easy to replace



We are all blessed to have

Working for a Global Company

- ✓ People are people but...
- ✓ Good people everywhere... and not so good people
- ✓ Culture does matter
- ✓ When in Rome...
- ✓ A lot has changed, still a lot is the same

What is the future of the manufacturers in a mature market?

- a. Bleak** - Print goes away
- b. Slow death** - Print goes away but slower
- c. Consolidation** - Some live/Some die
- d. OK** - Content drives printing
- e. Good**
 - Content drives printing
 - Digital production print migration
 - Innovation leads to future opportunities

We are in this TOGETHER!

Your questions, please.

THANK YOU!