




Spring Break March 15-16, 2018  
The Symposium New Orleans, Louisiana **BTA**

Mike Kirkpatrick  
& Gary Lavin  
with CEO Juice

**CEO JUICE**  
Nutrition for Your Business

"..And our business intelligence system tells you exactly how our business is performing. I find it best not to look!"



# If You Can't Measure It, You Can't Manage It

Mike Kirkpatrick & Gary Lavin with CEO Juice

**CEO JUICE**  
Nutrition for Your Business

## Agenda



- Who are CEO Juice and who hires them
- Sharing Best Practice for the vast majority of copier dealers
- Most important metrics for these dealers
  - (5 minutes)
- Contract profit & Excessive toner (Gary)
  - (10 minutes)
- Technician Activity + car stock (Mike)
  - (10 minutes)
- Customer Satisfaction Levels – NPS (Gary)
  - (10 minutes)
- BTA ProFinance / Global “Model” (Mike)
  - (10 minutes)
- Time permitting
  - ID890 - Dealer Sync



## Why hire CEO Juice



- What we do (copier dealers running eAuto only)
  - Reporting (exception)
  - Data validation
  - Share Best Practice
- % of market using us
  - 77% medium & large dealers
  - 85% large dealers



## ERP Breakdown



- 2k eAuto installs
- 1,517 Copier Dealers excl. M&A (5 outside USA/Canada)
- 25 to 30 MWA (growing)
- 236 eAuto installs in 2017
- OMD 57
- LMS 22
- 178 >20 EA licenses
- 137 of 178 Juice clients (77%), 333 total clients



## Contract profit & Excessive toner



- [ID768](#) - Worst Performing Contracts
- [ID560](#) - Low profit contract up for renewal/escalation
- [ID758](#) - Biggest toner problems
- [ID315](#) - Excessive Toner Orders
- [ID258](#) - QBR / Customer Account Review



## Technician Activity + car stock



- [ID204](#) - Tech Activity Report
- [ID72](#) - Tech Car Stock, Stale Highlighted
- [ID694](#) - Technician Stale Inventory Items Only



## Customer Satisfaction Levels – NPS



- [ID109](#) – Closed call survey
- [ID470](#) – Net Promoter Score Numbers
- [ID125](#) – Favorite Comments ([Juice example](#))
- Going wider in your accounts [ID436](#) series



## BTA ProFinance / Global “Model”



- [ID900](#) - Financial Performance Benchmarking
- [ID893](#) - Financial Model Mapping Application
- [ID909](#) - Financial Performance Model Income Statement
- [ID910](#) - Financial Performance Model Account Allocation Report



## Time Permits



- [ID890](#) Dealer Sync

