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### Industry Coverage

- 1.3 Million Page Views In 2021
- 7,800+ views of BTA articles in 2021
- 305,000+ website visitors in 2021
- 600,000+ newsletter reads (2021)
  - Read in 212 countries and territories
- 1,000,000+ views on IATV



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### Today's Agenda

- 2021 Review Biggest News
- Trends
- Industry Overview
- 2022 Looking Ahead



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### Biggest News 2021

- <u>Konica Minolta Announces Strategic Changes to Support Customers and Independent Dealer Channel</u>
- Is Ricoh Leaving Print? A Ricoh Exec Goes On Record
- No More Photocopies, No More Ink: Thames Valley Schools Run Out of Xerox Toner
- Konica Minolta US Addresses Toner Factory Fire
- Dex Imaging Acquires 10 Konica Minolta Direct Dealer Operations



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### Biggest News 2021 Continued

- Rick Taylor Launches New Company
- Ricoh US President And CEO Takes New Position
- Konica Minolta Announces Leadership Changes to Support Digital <u>Transformation Initiatives</u>
- Xerox Acquires AR Company
- Xerox Acquires CA Canon Ricoh Office Equipment Dealer



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### Biggest News 2021 Hardware Vendors

- Brother
- Canon
- EFI
- Epson
- <u>HP</u>
- Konica Minolta
- Kyoc

- Lexmark
- Muratec
- Ricoh
- RISO
- Sharp
- Toshiba
- Xerox

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### Where was Andy 2021?

- BTA Events! Coronado. Asheville, Orlando **POA**
- **ITEX**
- **SDG**
- **CDA**
- American Co op

**Hytec** 

- Putting on the Pink
- **Pros Elite Training**
- Jillian Ride
- Copier Fax Golf Outing
- Waltz, UTEC, Global Office

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### 2021 Acquisitions - 63

- UBEO (5)
- POA (3)
- Marco
- Visual Edge
- Donnellon McCarthy



Novatech

- HP (Apogee)
- Xerox
- PSIGEN
- Nuance
- ITC Systems
- Kodak

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### 2021 Review OEM

Industry Analysts, Inc.

- Management Changes
- Konica Minolta Discontinues Muratec
- Toner
- Rumors
  - Ricoh exiting print rumor
  - Canon selling branches
- Supply chain woes
- Toshiba Corp

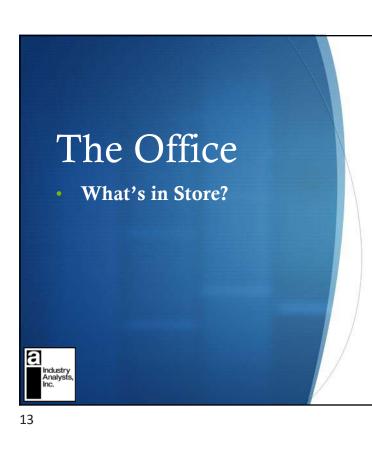
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# 2021 Review Dealers Industry Analysts, Inc.

- Work normalized
- Hiring challenges
- Supply chain woes
- Meetings and conferences started back up
- Continued expansion into other areas
  - ECM, MNS, Security, Displays, etc.

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### Supply Chain Issues/Chips Increased Acquisitions Consolidation of brands A3 and Software vendors Attempts at OEM conferences Association meetings Dealer service contract pricing challenges? Opportunity New products and services Helping customers in today's environment



- Remote work continues for immediate future
- Customers partially came back in 2021. And, 2022?
- Will they ever come back?
- OPPORTUNITY
   Customers need ability to operate fully remote

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## 2022 Next 12 months a lintustry Analysts, inc.

- Virus will continue to disrupt business
- Chip shortage drags on
  - Creativity from hardware OEMs? Sharp
- Supply chain will continue to be an issue for foreseeable future
  - Changes in buying and selling habits?
- Acquisitions will increase

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