

March 2019

## The Paperless Office: What Is It and Is It Attainable?

More than 40 years after the idea of the paperless office was predicted, the average workplace still relies on paper in its everyday business processes. Despite all of the hoopla surrounding this concept, paper usage has not declined at a significant rate since its original prediction to do so back in 1975. In fact, an estimated 15 trillion pages are printed worldwide each year. While the prediction may have been premature, modern workplaces are indeed less reliant on paper, and that trend is only going to continue. With that in mind, let's take a look at what the paperless office entails, and whether or not an office free of paper is actually attainable.

In theory, the paperless office is one free of paper documents, a workplace that instead relies on electronic forms and automated business processes. These alternatives to paper documents are facilitated through the use of technology, such as computers, scanners, document management software, servers, electronic workflows, and cloud computing, which combine to create a digital environment in which our information is created, stored, and managed. The paperless office does offer those organizations that realize it significant benefits, including:

- reduced costs
- easier access to information
- greater collaboration
- improved compliance
- greener processes

While the technology is available to facilitate the paperless office and realizing one does offer value to a business, is it realistic? Statistics say some organizations claim to have completely quit paper. However, in reality, at this point in time a "paper-less" or "paper-light" office is a more likely scenario for the average company. Completely abandoning paper documents is a huge leap, a monumental transformation for a species that remains exceedingly comfortable with paper. Not to mention, working with information on an old-fashioned piece of paper still has its benefits.

As we await the arrival of the truly paperless office, is your business looking to go paper-less or paper-light? We offer hardware and software solutions to help you decrease your reliance on paper, while automating business processes and more effectively managing your information. Contact us today to learn more.



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## The Fundamentals of Good Leadership

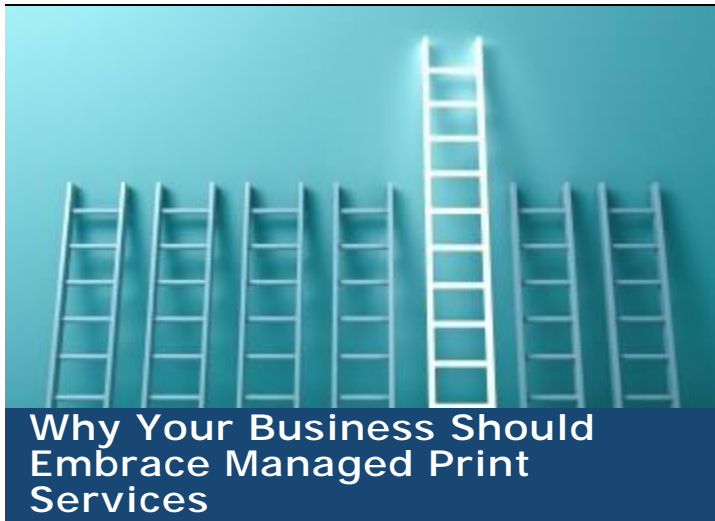
In order to be an effective leader, you need to possess some fundamentals of good leadership, such as:

**Vision:** A good leader must create a common vision, then clearly communicate it to their team and inspire them with it. Motivating employees to buy into an idea is key to achieving it.

**Communication:** The ability to clearly and effectively advance information and ideas throughout their organization in an inspirational and persuasive manner will be found in every good leader's tool belt. This includes writing, speaking, and listening. (Yes, listening.)

**Empathy:** Listening to your employees enables you to empathize with them. Being able to put yourself in their shoes will allow you to connect with them and provide you with a clearer picture of their skills and limitations, which will ultimately benefit your organization.

**Trust:** Good leaders trust their staffs and staffs trust good leaders. Hire good people and let them do their jobs, avoiding micromanagement, while inspiring trust from them through character and competence.



### Why Your Business Should Embrace Managed Print Services

By outsourcing the management of your printing devices through Managed Print Services (MPS), you'll experience:

**Lower costs.** An MPS solution will save you money by identifying and eliminating unreliable, inefficient, and unnecessary devices. These machines will be consolidated and replaced by fewer, more efficient and reliable devices, reducing the overall size of your printer fleet without sacrificing productivity. Further cost savings will be realized through features such as high-quality draft modes and duplex printing, combined with curbing wasteful printing practices.

**Reduced downtime.** In addition to replacing unreliable machines, MPS will maximize uptime through preventative maintenance, real-time monitoring, and the auto-replenishment of supplies. In the event you do have a device go down, you can count on a qualified professional to swiftly respond, diagnose, and resolve the issue.

**Increased security.** MPS will protect your devices with the latest security updates, patches, and firmware, while providing you access to the latest, greatest security measures. You also can secure your printed documents through pull printing, which will prevent sensitive data from being left in the output tray.

## Laugh It Up at Work—It's a Good Thing

Here are some of the reasons why businesses benefit from employees laughing:

- **Laughter relieves stress and anxiety** by decreasing levels of stress hormones, increasing the efficacy of employees and reducing absenteeism.
- **Laughing improves problem-solving skills.** When we laugh, serotonin is released in our brain, increasing focus and objectivity.
- **Studies have long shown laughing boosts creativity.** Laughter makes us more relaxed and willing to think outside of the box, while less likely to self-censor our ideas.
- **Laughter increases engagement** by making the workplace light, fun, and positive. An upbeat environment will result in greater employee loyalty.
- **Laughter is beneficial to team building.** Being relaxed helps facilitate camaraderie and team interaction.

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for Your Username and Password to gain access to our Customer Portal at [www.kdi-inc.com](http://www.kdi-inc.com).

## How to Deal with Difficult Clients

While any business worth its salt strives to meet their clients' expectations, there are those clients whose demands are unreasonable, making them impossible to meet. Here are some tips to help you coexist with difficult clients.

**Manage their expectations** – Be sure to understand your client's expectations when the project begins, and agree upon a clear, realistic deadline before any work is started. Contracts should contain the exact scope of work.

**Stand your ground** – Set boundaries with difficult clients and do not get pushed beyond them. Whether it is speaking up at the first sign of rude behavior, reminding clients what was included in the scope of work, or informing them of your office hours, stand your ground.

**Keep your cool** – Sinking to a boorish or hostile client's level won't accomplish anything—other than exacerbating the situation. Keep a level head and always remain respectful. If that doesn't work...

**Cut your losses** – While no business wants to lose clients, sometimes it's the lesser of two evils. Some clients just aren't worth the headache. Eliminating the toxicity they bring to your staff and workplace will benefit you in the long run.



### Ransomware: To Pay or Not to Pay?

Ransomware is a form of malware, malicious software that encrypts your files or system, denying you access to them. The attacker demands money—a ransom, if you will—in exchange for restoring access to your data. According to law enforcement agencies and security professionals, there are good reasons why you should never pay a ransom:

- Paying the ransom is not always the end of your problems. While a hacker may provide you with access to your files, they'll likely leave malware behind, making it possible for them to re-infect your system or steal information.
- Some hackers may not have the ability to decrypt your files even if they wanted to because their malware is poorly coded, making decryption impossible.
- There's no guarantee you will be given access to your files. According to the CyberEdge Group's 2018 Cyberthreat Defense Report, only 19 percent of ransomware victims who paid the ransom actually got their data back. Therefore, by paying a ransom you'll run the risk of losing both your files and your money.
- Finally, hackers will use the money extorted from you to finance their ongoing criminal activity, making it possible for them to target other innocent people and organizations.

Contact us today to learn more about how to mitigate the threat of ransomware.



### Professional Diplomacy: Talking Politics in the Office

Religion and politics have long been considered taboo topics in many settings, with the workplace being one of them. However, it's getting increasingly more difficult to keep politics out of the office. In a 2018 survey by Zety, 83 percent of respondents admitted to having political discussions at work.

Statistics show it's wise to avoid these conversations in the office. According to a survey from Randstad USA, more than 40 percent of workers said they felt excluded at work because of their political views. In a similar survey by Robert Half, 15 percent of respondents said their productivity suffered as a result of talking politics at work. Finally, the American Psychological Association found that 24 percent of people avoid certain co-workers because of their political views.

These numbers make it clear there is a downside to talking politics in the office. You're more likely to change the way someone thinks about you than his or her stance on a political issue.

## Why SMBs Are Turning to the Cloud

Small- to medium-sized businesses (SMBs) are embracing the cloud to improve the way they operate and to gain a competitive edge. SMBs are turning to the cloud for a number of reasons, including:

**Lower costs** – The cloud eliminates the need for costly physical storage, IT maintenance, software licenses, and upgrade fees. These responsibilities fall upon your cloud vendor and are included in your monthly subscription fee.

**Improved security** – Cloud technology gives SMBs access to stronger data security measures than they have the time, skills, experience, or resources to implement on their own. Having your data automatically backed up and stored off-site provides you with the ability to restore your data in the event of a security breach or data disaster.

**Increased scalability** – Your business might be small today, but with any luck, you will experience growth in the future. Cloud solutions are scalable, enabling you to easily and affordably accommodate additional employees, locations, etc.

**Greater collaboration** – Few businesses these days have their entire staff working exclusively from the same location and never away from their desks. The cloud enables your staff to work remotely without any limitations.



### ▶ Hot Products

#### PageWide E77660dns

Quality printing for a great value is a smart choice for any business. Produce premium, professional-quality documents at a competitive low cost with the HP PageWide E77660dns, built to make your work—and your business—look its best.



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- Max Paper Size: 11" x 17"
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#### RICOH C7210X

Go beyond CMYK with Ricoh's 5th Color Digital Production Systems to produce high-value, premium applications that stand out from the competition with the ability to print clear, white, neon yellow, neon pink and invisible red toner.



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- Standard Duplexing
- Max Paper Size: 13" x 49.6"
- Max Paper Capacity: 16,200 sheets



#### CANON imagePRESS C750

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imagePRESS C750 Series is equipped to handle a variety of media options up to 110 lb Cover, including heavy, coated, textured stock and envelopes at an outstanding level of reliability and performance. Built upon the successful imagePRESS C800 Series platform, the imagePRESS C850/C750 offer users even more capabilities, ease of use and productivity. The imagePRESS C850/C750 color digital presses offer automatic, real-time calibration.

- Network Ready
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- Automatic Duplex