

April 2019

Why Corporate Recycling Programs Are Business-Friendly

Corporate sustainability is growing in popularity, as companies are increasingly aware of the impact their businesses have on the environment. One simple way to improve your company's commitment to the environment is through a corporate recycling program. Implementing a recycling initiative is a greener way for your company to operate, benefiting both your bottom line as well as the environment. Here are a few of the perks you can expect to realize from participating in a recycling program.

Save money – Businesses are always looking for ways to contain costs, and a recycling program is an easy place to start. Simply reducing the amount of waste you produce will lower your waste removal and landfill costs. To really experience significant savings, combine recycling with a concerted effort to print less, implement duplex printing whenever applicable, and utilize energy-efficient office equipment. You'll save money by using less paper, ink or toner cartridges, and electricity.

Boost your reputation – Statistics show people care about the environment and prefer to do business with eco-friendly companies. According to a report by Shelton Group, 66 percent of consumers said they would pay more for a product if it came from a sustainable brand. Business leaders are well aware of the positive impact environmental stewardship has on their company, with more than 90 percent of CEOs saying sustainability is fundamental for success. Companies demonstrating a commitment to the environment generally outperform those that don't. A recycling program is a surefire way of improving your company's reputation among clients and prospects, as well as prospective employees.

Increase employee morale – Employee engagement is a popular buzzword these days, as smart employers know an engaged employee is a more productive one. Most employees want to work for companies committed to the environment. This is especially true of millennials—the largest generation in the workforce—the vast majority of whom believe a company's sustainability is important. Simply knowing they work for a socially responsible employer will help improve your employees' engagement. Happier employees are also less likely to leave, reducing turnover rates.

Is your business ready to do its part by becoming more sustainable? Contact us today to learn more about implementing a corporate recycling program in your workplace.



NEW: EMAIL PAYMENT REMINDERS!

Starting April 16th, KDI will begin sending notifications to accounts nearing **AUTOMATED CREDIT HOLD** or **PAST DUE STATUS**.

An Automated Credit Hold happens when an invoice is at or over 45 days old. **This results in suspended services.**

Payment Reminders will alert customers on a weekly basis that their account will be on Credit Hold or in Past Due Status within the next week. Included will be phone, online and email options to keep an account current.

We hope this new system helps alleviate any frustration with a potential loss in service. As always, we appreciate your prompt payment and thank you for doing business with KDI Office Technology.



The Business Voicemail: What the Future Holds

Many people find voicemails an outdated method of communication, one that is inefficient, time-consuming, and cumbersome to use. Why take the time to leave a long, drawn-out voicemail when you can just try calling them again later, wait for them to see the missed call and respond to you, or fire off an email? That said, is it accurate to declare voicemail dead? More specifically, do voicemails still have a place when doing business?

While its use has certainly declined, many people still find value in voicemail and actively use it in professional settings. For starters, voicemail is more convenient to use than ever. Our messages can be easily accessed via transcribed text messages and emails no matter where we are through solutions such as Unified Communications. Voicemails also provide an impact on their recipients that text-based communications don't offer. Hearing a voice attached to a message adds a human element to an otherwise vapid communication, promoting relationship building with coworkers, clients, and prospects alike. Voicemails enable you to provide tone for your message, which can be difficult to infer from written words. Moreover, if you're in sales, voicemails are another touchpoint you can use to connect with clients.



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 will save SMBs money by eliminating 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 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.

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.

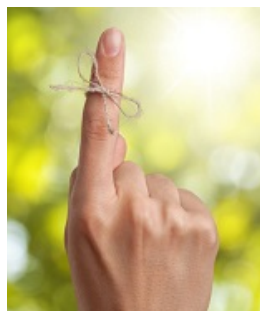
Greater collaboration – Few businesses these days have their entire staff working exclusively from the same location and never away from their desks. With your workflow hosted in the cloud, your staff has the ability to work remotely without any limitations.

The Fundamentals of Good Leadership

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 in to 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.)

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



NEW!

**WEEKLY EMAIL
NOTIFICATIONS
FOR ACCOUNTS
PAST DUE OR
REACHING CREDIT
HOLD STATUS.**

Is Your Culture One of Respect?

Employees want to be respected by both their coworkers and superiors. In fact, in a survey by Society for Human Resources Management (SHRM), 72 percent of employees rated respectful treatment as "very important" to them, making it the top contributor to overall job satisfaction. A culture of respect is one in which employees are valued, communication is civil, people are treated the way they'd like to be treated, and disrespectful behavior is not tolerated by management. This type of atmosphere has a tremendously positive impact on both employees and the company itself, resulting in benefits such as:

- **Reduced turnover** – Employees are more likely to stay at a company where they feel respected.
- **Increased employee engagement** – A Harvard Business Review survey revealed that respect was the number one behavior that leads to greater engagement and commitment. Engaged employees are naturally more productive than unengaged workers.
- **Improved collaboration** – Employees are more likely to share ideas, build relationships, and work closely with one another when they feel respected by co-workers.
- **Greater employee well-being** – Respected employees are less stressed, which leads to better attendance and overall better health.



The Paperless Office: What Is It and Is It 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.

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.



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 to eliminate any issues down the line.

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.

Is Your Printer Putting You at Risk?

Despite the high cost of a cyberattack, many organizations continue to ignore a major security vulnerability that can pose a serious threat to their data: their printers. Modern printers have evolved into powerful solutions that can have a tremendous impact on workflows by automating manual tasks. These smart devices are essentially networked computers that serve as file servers in many workplaces. Like any other networked device, your printers must be protected against unauthorized access to keep your sensitive data out of the wrong hands. However, printers are commonly overlooked when it comes to security. According to a survey by Spiceworks, 43 percent of companies ignore printers in their endpoint security approach.

While your office printer poses a security threat that should not be ignored, there's no need to disconnect these venerable and valuable devices. Like any other risk, those presented by modern printers can be mitigated through awareness and diligence. Your printers can be secured through a number of security measures, such as firewalls, disk encryption, Secure Sockets Layers (SSLs), firmware updates, and regular patch management. Replacing older printers with newer models will also help protect your data, as these devices typically come equipped with embedded security features to help mitigate risks.



► Hot Products

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.



- Print Speed: up to 95 ppm in Color and B&W
- Network Ready
- Standard Duplexing
- Max Paper Size: 13" x 49.6"
- Max Paper Capacity: 16,200 sheets



HP PageWide Managed 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.

Blurb 2 Text Here

- Print Speed: up to 60 PPM in Color / 80 B&W
- Network Ready
- Standard Duplexing
- Max Paper Size: 11" x 17"
- ENERGY STAR Qualified

CANON imagePRESS C750

CANON imagePRESS C850/C750 digital color production presses offer end-users outstanding quality, productivity, and versatility in a compact, scalable footprint. Designed for small-to-medium commercial, franchise, in-plant, transactional and quick printers.



- Network Ready
- Print speed: up to 75 ipm
- Maximum paper size: 11" x 17"
- Maximum paper capacity: Up to 7,650 sheets
- Automatic Duplex