

IKON Nashville

History

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- 1958** EBM, INC. started by Al Taylor.
PRODUCT LINE: 3M (copiers & micrographics)
- 1979** Acquire Canon Copier dealership - EXCLUSIVE
- 1981** I start as Field Service Rep
(Canon liquid equipment) **Ron Kemp**
Wally Kemp
- 1982** Sell 3M copier division
Retain 3M micrographics
- 1984** Acquire CPT dealership (dedicated word processors)
I assume supervisor role over these products
- 1989** Canon sets up Danka because of poor EBM performance
- 1990** EBM, INC. purchased by Hillman Company
(no noticeable changes)
- 1991** Hillman acquired by Alco Standard Corporation
EBM service at 22% - lowest in AOP group
negative equipment contribution
money on account with Alco: (\$700,000)
(no noticeable changes)
- 1992** February 23 - Black Monday **Dave Macintosh** (ABM President)
Tim Glaze (EBM GM)
Alco fires President, VP of Service, VP of Sales, Controller, Accountant & Receptionist.
Tim Glaze assumes General Manager Position
EBM merged with ABM in Birmingham
TARGET EQUIPMENT BILLING: \$250,000/month - Tim crosses out and writes \$500,000 on board.

July - Scott promoted to Field Service Manager
IMMEDIATE ASSIGNMENT: customer satisfaction - Tim says "Plug the hole; stop losing customers."
(uses arithmetic)

Canon copier mean time to failure = 18 days
Response time average of 16 hours
Service billing about \$200,000/month
- 1993** Canon mean time to failure up to 70 days
Average Response time down to 6 hours
Average equipment billing \$600,000
- 1994** End year over \$19 million (with computers)
Return on service @ 45%
Service P&L fixed through equipment sales
- 1995** Jack Crilly ("Grab a handle") **Jack Crilly**
Name change to IKON Office Solutions
- 1996** Bold new Journey
- 1997** New president - John Peters **Tommy Lorino**
John Peters
Nashville separated from Birmingham
- 1998** John Peters leaves (disagreements with Bill Curran?) **John Applegate**
John Applegate -> president
I move over to system support - start MCSE training

Jack is asked to leave Birmingham (results)

- 1999** East TN & Chatanooga fall under Nashville
Bill Curran gone - Atlanta merges with Carolinas (CARVA)
IKON Business Services merged with IKON Management Services
- Sep - John Applegate out Dan Pierce in **Dan Pierce**
35 employees are gone since beginning of fiscal
(Chuck Hornbuckle, Ried Lundy)
- 2000** Adobe DDS (Messenger)
Nashville "Officially" drops imaging
- 2001** Knoxville falls under Greenville marketplace
- 2001** Nov - Nashville falls under Greenville **Len Hall** (marketplace President)
(Dan Pierce steps down) **Wrenn Yancey** (local GM)
- 2002** Sep - Wrenn pursues "other" opportunities
- 2003** **Patrick Fitzpatrick**