

ACCOTI



# Solutions + Services Overview

# AGENDA

## + About ACDI

- Vision, Mission, and Values
- Our People
- Our Community
- History and Awards

## + What We Do

- Dealer Partnership
- Sales Support
- Technical Support

## + What Makes Us Unique

- People
- Partnership
- Service

## + Products We Provide

- PaperCut
- Scanshare
- StoryBoard Analytics
- KPAX
- Elatec
- RFIdeas
- Terra Energy Services

IT'S OUR VISION

**TO BE THE  
WORLD LEADER  
IN DELIVERING  
BUSINESS  
SOLUTIONS  
AND SERVICES**

IT'S OUR MISSION  
**TO BE**

*better than yesterday*

**ACDI**

## OUR CORE VALUES

ACDI

*Acknowledge*  
**AWESOMENESS**

*Demonstrate*  
**PROFESSIONALISM**

*Challenge*  
**OURSELVES**

*Inspire*  
**OTHERS**









# COMMITTED TO EXCELLENCE



ACDI



**MPSA**  
MANAGED PRINT  
SERVICES ASSOCIATION

2022

Best Professional  
Services Provider

**ELATEC**

RFID Systems

2022

Premier Partner  
Award

THE  
**CANNATA**  
REPORT

2022, 2020, 2019

Best Print Management Software Provider

2018, 2017, 2016

Best Software and Services Provider

- 2022, 2017 Pinnacle Award
- 2022, 2019 Excellence in Support
- 2022 Double Digit Growth
- 2019 Above & Beyond
- 2019 OEM Enablement
- 2019 Community Care
- 2016 Customers First
- 2016 Most Dealers Trained

One provider,  
all of our solutions,  
backed by an  
award-winning  
support team.



"ACDI provides dealers with the greatest level of support in helping them sell their products and demonstrates a definitive unique understanding of and commitment to the dealer channel."

- Frank Cannata, CEO Cannata Report



# ABOUT ACDI

Access Control Devices, Inc. (ACDI) delivers world-class integrated software and hardware solutions through proven innovation, service, and culture. Since 1994, our reseller partners have trusted ACDI to provide industry-leading capture, print management, and cost-recovery solutions to streamline the document lifecycle.

ACDI solutions drive efficiency and productivity for thousands of organizations through global channel distribution and partnerships with the most prominent copier and printer manufacturers.

# 13

OEM Partners

# 3,297

Reseller Partners

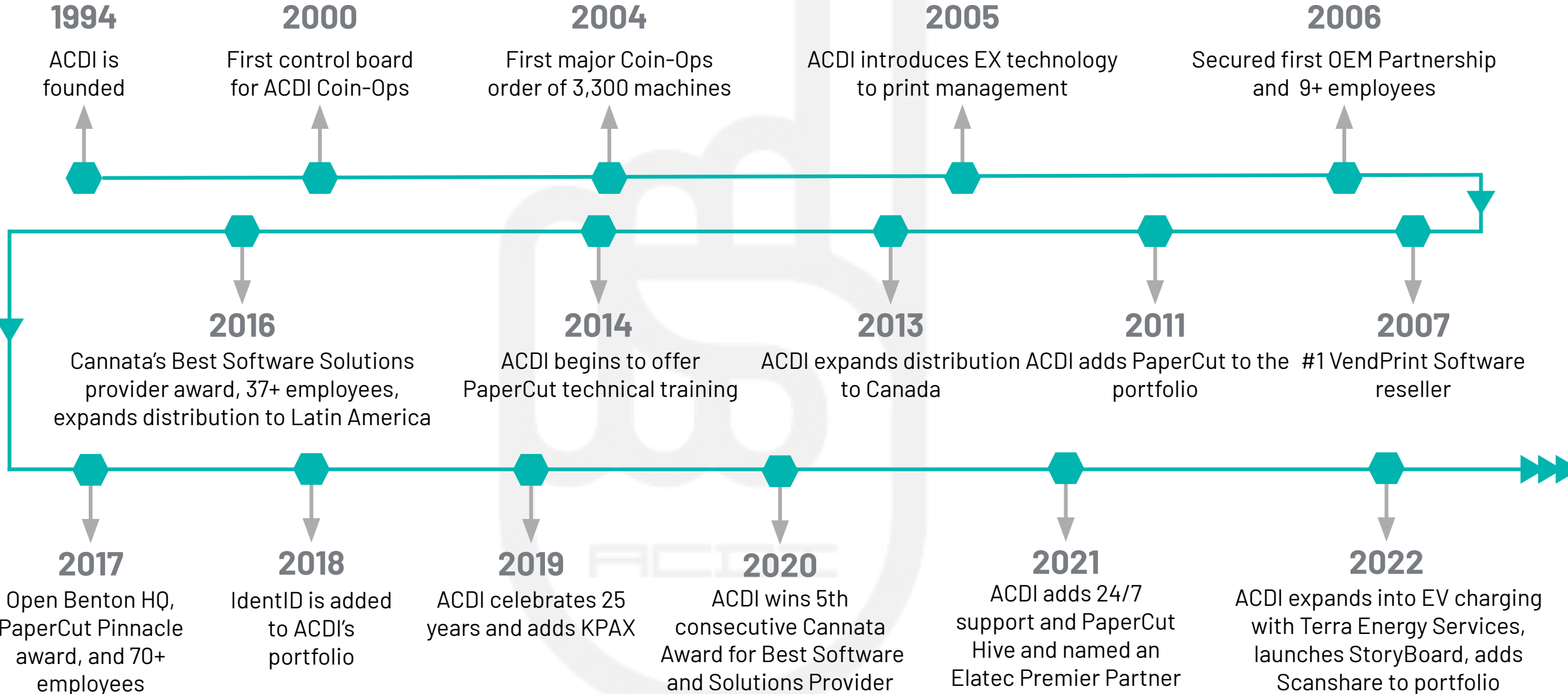
# 82

Global Employees





# ACDI HISTORY



## WHAT WE DO

We meet you where you are to provide end-to-end pre-sales, technical, and ongoing solutions, services, and support. We know that no dealer or customer is the same, so we make sure your experience is customized to your needs, including:



Pre-Sale Support



Project Management



Business Development



Installation Services



Marketing



Custom Integrations



Quotes and Orders



Professional Services Support

# ACDI SOLUTIONS

ACDI

## PRINT MANAGEMENT



## BUSINESS ANALYTICS



## DOCUMENT WORKFLOW



## PAYMENT SOFTWARE



## PAYMENT HARDWARE



## FLEET MANAGEMENT



## SECURE ACCESS



## EV CHARGING





# OUR U.S. TEAM



**Ron Hollenback**  
Northwest  
Regional Solutions Manager



**Dwayne Jewell**  
Mountain  
Regional Sales Director



**Rich O'Boyle**  
North Central  
Regional Sales Director



**Meghan Acciavatti**  
Northeast  
Regional Sales Director



**Jeff Vincent**  
Inside Sales Manager



**Casey Cobb**  
South Central  
Regional Solutions Manager



**Kristal Cook**  
Central  
Regional Solutions Manager



**Jason Andrews**  
Southeast  
Regional Solutions Manager

# WHAT MAKES US UNIQUE



## People

Our people are the lifeblood of our organization. From start to finish, we bring smart, driven, and innovative teams to help support your business development, customers, and all the projects in between.



## Partnership

Our dealers are our partners. We exist to help you grow your business and support your customers. We meet you where you are, provide service, support, and training, and celebrate our wins as we grow together.



## Support

Our award-winning team provides day-to-day product support and maintenance, while assuring you and your customers have access to custom integrations, the latest software releases and updates, and innovative ways to diversify your portfolio.

# CREATING PARTNERSHIPS OF VALUE

## Onboard

Once you complete the reseller request form and are approved, the fun begins. ACDI will equip your dealership with all the necessary tools to guarantee success and drive profits.

## Train

We will make sure that your staff is expertly trained on ACDI's solutions. We give over 700 sales and technical presentations a year to keep you up to speed on solution updates, features, and releases.

## Deliver

We take the guesswork out of solution selling. Whether it's training and marketing, help with quoting, or simply answering your questions, our subject matter experts are here for you.

## Support

Once you make the sale, our Project Management Team takes over, leveraging our installation and post-sale support experts to make sure you look like a superhero in front of your customer.

## 90 DAYS TO SUCCESS PROGRAM

At ACDI, we are committed to our reseller's success. That's why we've created a step-by-step, 90-day program that sets meaningful milestones on your road to successful solutions selling. Dealerships that complete the program will be eligible for exclusive benefits like our Partner Perks reward card and other discounts and preferred services. Ask about our 90 Days to Success Program after becoming a certified ACDI solutions reseller.

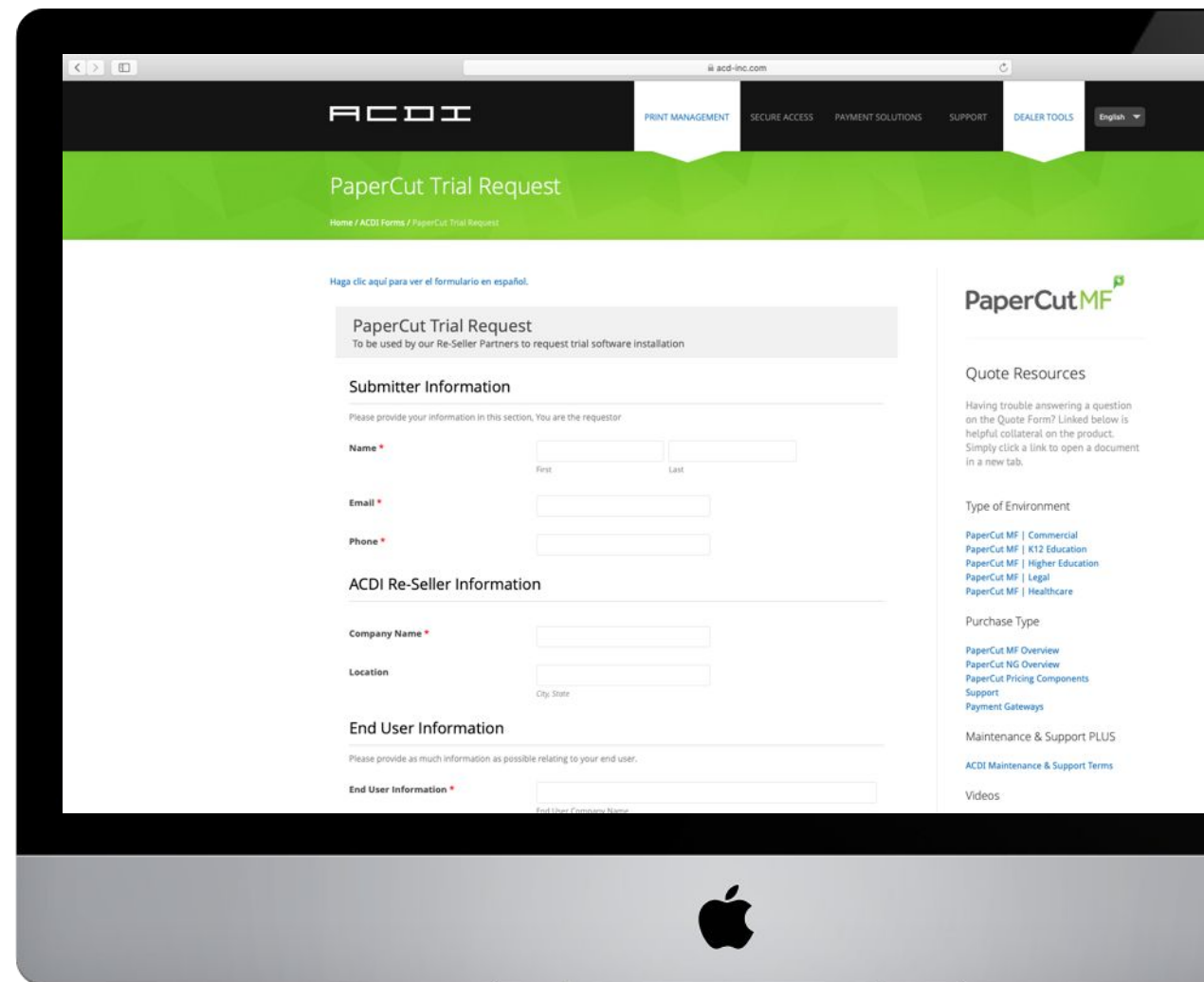


# PRODUCT TRIALS + NFRS

We know that, sometimes, you just need to try a product and see what it can do before knowing how to sell it best.

The day after you become an official ACDI Reseller, an ACDI trial expert will reach out to you to schedule a 90-minute remote trial installation.

Trails typically last 40 days, and we are here to answer any questions you may have during that time (and for all of your customers, too).



# DEALER TECHNICAL TRAINING

## PaperCut Training

A 3-day course designed for those who are new to PaperCut or have some previous experience with installing, configuring, and troubleshooting the software. The course focuses on developing a complete understanding of end-to-end PaperCut implementation and introducing advanced PaperCut techniques that will prepare trainees to attend a future Advanced Technical Training.

*Best For: System engineers, pre-sales engineers, solutions consultants or other technical staff that want an in-depth view into PaperCut MF*

## Dealer Advanced Technical Training

A 3-day course designed for those who have previous experience with PaperCut, including installing, configuring, and troubleshooting the software. The course will focus on advanced PaperCut services, techniques, integrations, and implementation

*Best For: Experienced system engineers, pre-sales engineers, solutions consultants and other technical staff who have installed, configured, and supported PaperCut in a wide variety of end-user environments.*

“ This has been the best training I’ve ever done. Best trainers, best hospitality.”

ORALONDO SOLOMON  
SHARP BUSINESS SYSTEMS

“ ACDI is awesome, their support is awesome. They treat you like family.”

DOUG MURPHY  
CAROLINA OFFICE SYSTEMS

# PROFESSIONAL SERVICES

ACDI's Professional Services Division consists of multiple departments dedicated to serving the unique needs of your customers.

## Project Management

- Dedicated Account Coordinators
- Prompt Installation Scheduling
- Single Point of Contact
- Available to Answer Any Install Questions
- Educates Implementation Team on Install Process
- Installation Quality Assurance & Customer Service

## Installation Services

- Implementation Experts
- Custom Software Configurations
- Third-Party Integrations
- Software Training
- Functionality Assurance

## Help Desk Support

- Courteous Phone and Email Support
- Hardware and Software Support
- Subject Matter Experts
- Industry-Standard Response Times
- Dynamic Support Ticket System
- Multi-lingual Support (English & Spanish)





# PROFESSIONAL SERVICES TECHNICAL SUPPORT

ACDI's Technical Support Team offers three maintenance and support levels – M&S, M&S PLUS, and M&S PLUS 24/7 – for end-users who have purchased directly from an ACDI reseller.

Support for products is provided directly to the end-user or individual/organization that purchased products and services through ACDI authorized resellers.

SUPPORT SERVICE ENTITLEMENT	M&S PLUS	M&S
Email support during normal business hours	✓	✓
Phone support during normal business hours	✓	✓
Real Time Support*	✓	✓
Server-side software upgrade assistance	✓	✗
Annual dashboard training	✓	✗
One time print data audit	✓	✗
Re-embedding MFD reset due to hardware failure**	✓	✗

\*(On the spot assistance in most cases; however, during periods of heavy volume, responses will be processed within the time outlined in our SLA). \*\*{Hardware failure on the MFD is classified as any hardware component of the embedded device failing and, in the process of replacing the part, the device is re-initialized back to a factory state that requires the device to be reconfigured.)

## Our Product Portfolio

PaperCut | Scanshare | StoryBoard | KPAX | Elatec | RFIdeas |  
Terra Energy Services

# WHY WE LOVE PaperCut™

As PaperCut's largest Authorized Solutions Center globally and ACIDI's flagship product, we have a significant presence within their ecosystem, regular access to information, and opportunities to share customer feedback to impact their feature roadmap.

PaperCut's products bring an unparalleled product suite to the marketplace and continuously evaluates feature upgrades, expansions, and innovations that make it a game-changer for print management functions globally.

## #1 in Print Management

2022, G2's Grid Report



## + Product Standouts

- Manages print environments while adding visibility and security while minimizing waste and cost
- Integrates with third-party systems
- Manage 3D printing and Print Rooms
- Print from any device
- Vendor-neutral
- Responsive updates and feature enhancements

PARTNERS SINCE 2011



# PAPERCUT MF FEATURES

## Manage your print environment

- Web-based admin dashboard
- User sync
- Print Deploy
- Mobile printing and BYOD

## Save money and the planet

- Reporting
- Print policies
- Advanced scripting
- Cost recovery
- User pay-for-print
- Client Billing

## Secure your printing

- End-to-end encryption
- User authentication
- Watermarking and digital signatures
- Secure Print Release
- Find-Me Printing
- Print archiving

## Give users power

- Control at the MFD
- Control from computer, tablet or smartphone

## Integrate with third-party systems

- System integrations
- Payment gateways

## Manage 3D printing and print rooms

- 3D printing
- Print Rooms
- Control at the MFD

## Digitize documents

- Create smart, searchable documents
- Scan to Email and Folders
- Scan to Cloud Storage

# PAPERCUT HIVE

A powerfully simple, cloud-native print management solution

- Built for all brands, and all platforms
- Keeps sensitive data secured before, during, and after printing
- Manages and tracks print, copy, and scan
- Less site visits with online subscriptions and continuous deployment of new features



# PAPERCUT MULTIVERSE

A cloud platform that remotely supports and manages printing for all your PaperCut customers.

- Remote access
- Create stickiness in accounts
- License, device, and version information
- Customer system health check
- Proactive maintenance



# PAPERCUT GROWS

Add to your customers' sustainability stories and reduce their environmental impact through forest positive printing.



**Reduce waste**

Manage printing with PaperCut software

+

**Plant trees**

Renew forests with PaperCut Grows

=

**Forest Positive**

Grow a sustainable future for our planet



# WHY WE LOVE Scanshare

APPLICATIONS

Digital transformation is mission critical for organizations, and Scanshare is a powerful workflow automation solution that takes productivity to the next level. Users can easily convert paper documents and processes to efficient digital workflows through any device or digital input. Scanshare also supported by ACDI's award-winning support team.

Scanshare can be a critical addition to existing print management systems or used as a standalone product for entire organizations or single departments within an organization.

**Scanshare is a tested product across Europe and ACDI is the exclusive distributor in the Americas.**

## + Product Standouts

- Custom integrations and workflows
- Advanced and secure workflows that connect all devices to your third-party document management applications
- Cutting-edge OCR and capture functions
- Device agnostic
- Award-winning support

# CAPTURE

Scanshare Capture offers an intelligent barcode detection and separation function in addition to smart page splitting, enabling you to capture multiple pages but store each page separately. Zonal character recognition enables the extraction of specific information from the document by analyzing specific zones.

# PROCESS

Capture and convert your paper documents using your office multifunctional device (with apps for most popular brands) via the Scanshare Capture embedded client.

# STORE

Store your document to various locations, including our own file repository, plus a large selection of 3rd party applications. Scanshare Capture's connector library supports many popular global document management systems, ERP platforms, CRM applications, and a host of cloud-based file storage platforms, with an SDK to extend those connections.



# CAPTURE SOURCES

- Multifunction devices
- iOS/Android smart phones
- Network/local scanning devices
- Email (SMTP, POP3, IMAP, Exchange and Office365)
- Local, remote or network folders
- FTP sites
- PC desktop client
- Printer client
- Web services



# STORAGE CONNECTORS

- Network Folders
- Cloud storage providers, including Microsoft<sup>®</sup>,
- Google<sup>®</sup>, Box<sup>®</sup>, Dropbox<sup>®</sup>, Citrix<sup>®</sup>
- Dozens of content and document management system connectors
- Email
- Printing devices
- ODBC-compliant databases
- Structured output (CSV, XML etc.)
- Embedded document storage module with web/mobile UI

# PROCESSING MODULES

- Full text recognition
- Zonal and Smart text recognition
- Intelligent Character Recognition (handwriting)
- Automatic FreeForm recognition
- Optical Mark Recognition (OMR)
- Interactive document verification and approval web module
- Intelligent document recognition
- Image enhancement
- Barcode recognition (1D/2D)
- Encryption/Decryption
- Document annotations (including stamping and security redaction)

# ENTERPRISE FEATURES

- Accounting and billing
- Centralized, HTML5-compliant administrator user interface
- Digital signature module (digital signatures may be applied to PDF documents during processing)
- Military-grade encrypted storage
- Clustering and load balancing
- Authentication services (MFD Single Sign On, Windows, Active Directory, LDAP, Azure, G Suite, OAuth)





# WHY WE LOVE StoryBoard

ANALYTICS BY **ACDI**

Storyboard Analytics pulls in all of your disparate business data and displays it in an organized, easy-to-digest, and elegant dashboard. With powerful, customized filtering options, you'll see your data like you never have before.

Storyboard's Command for PaperCut is an out-of-the-box command center that is designed specifically for and can be viewed in PaperCut. Reporting is on-demand and you can click and drill-down in your data to see advanced comparison and benchmarking analytics.

Use StoryBoard for individual customers and rock your next QBR!

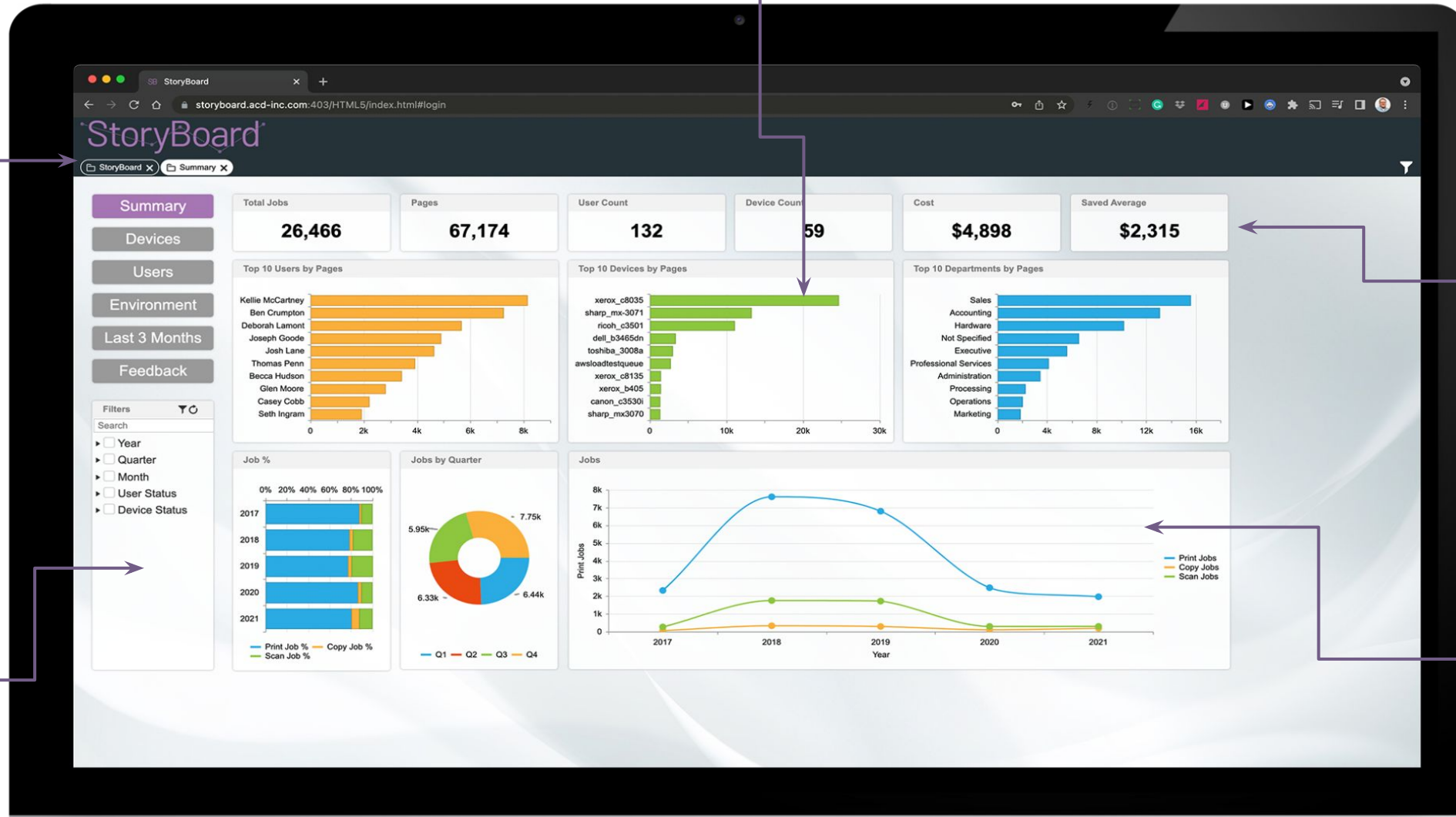
## + Product Standouts

- Out-of-the-box Command built specifically for PaperCut users
- Launch StoryBoard directly from inside PaperCut
- Instant, real-time, actionable visualizations of PaperCut installations

Simply click to drill down or filter by any available metric.

Multiple storyboard views including by users, by devices, environmental, and summary.

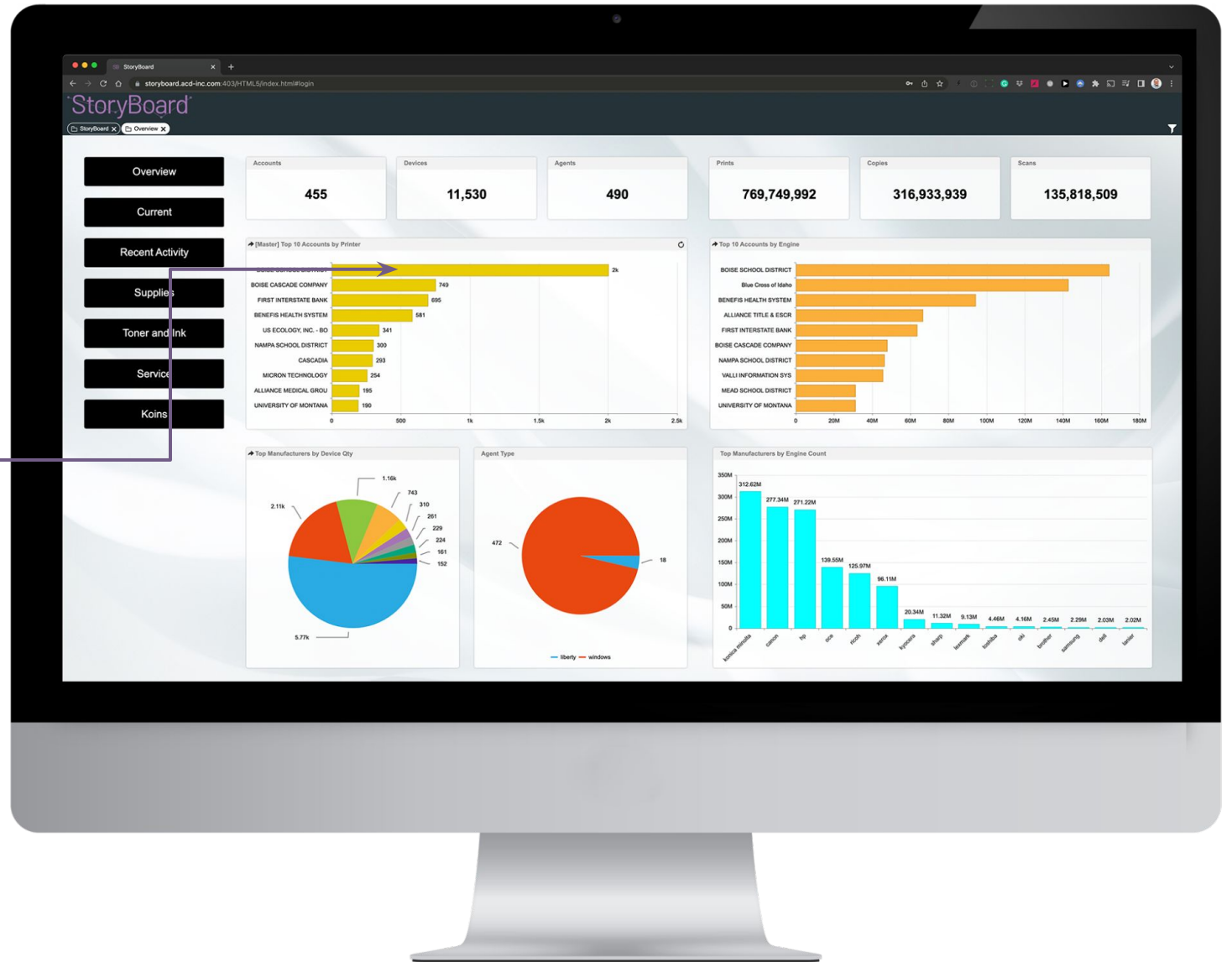
Quick-glance metrics at the top of your dashboard for ease of use.



View reports based on the custom date range you set.

Multiple data styles for better visualization.

When a specific device or user is selected for drill-down, the dashboard reports will filter to reflect just the results for that particular request.



# Storyboard Command for PaperCut

## End User

- Instant access to real-time PaperCut data
- No time-consuming report setup
- Endless metrics, filters, and comparisons
- Browser based – access StoryBoard from anywhere
- Graphical insights – no flat files
- Works with all versions of PaperCut – Optimized for version 20
- Easily identify under/over utilized equipment
- Reduces time-to-data

## Reseller

- Works with any version of PaperCut – Many potential customers
- Data easily shared with you by the Customer
- Rock your next QBR
- Identify ways for customer to save costs, not clicks
- Insights Lead to more features, features lead to more services, and product sales
- Stickiness within your accounts – You are the hero
- StoryBoard will sell more PaperCut
- Sell deeper into you customers accounts – Upgrade to StoryBoard



## WHY WE LOVE



KPAX reinvents the management of printer and multifunctional copiers. KPAX is a centralized management solution for multi-brand office printing devices.

Through a unique interface, it provides access to information from all the printing devices. Whatever the number of locations, clients, or devices – KPAX enables the implementation of management print services to reduce the fleet's financial and ecological costs to improve the quality of service and develop new services.

### + Product Standouts

- Centralized fleet management for multi-brand office hardware
- Single interface access to MFP device information
- Optimized MPS management that can reduce the fleet's operating costs

# KPAX FEATURES

## BILLING

- Automatic meter reading and feedback
- Reduce time spent obtaining information to bill
- Improve the quality of billing data

## TECHNICAL MANAGEMENT

- Diagnose before sending a technician
- Send the technician with the right part
- Limit and optimize the technician's movements

## CONSUMABLES

- Automate delivery triggering
- Reduce customer cartridge inventories (CPP contracts)
- Limit early cartridge replacement

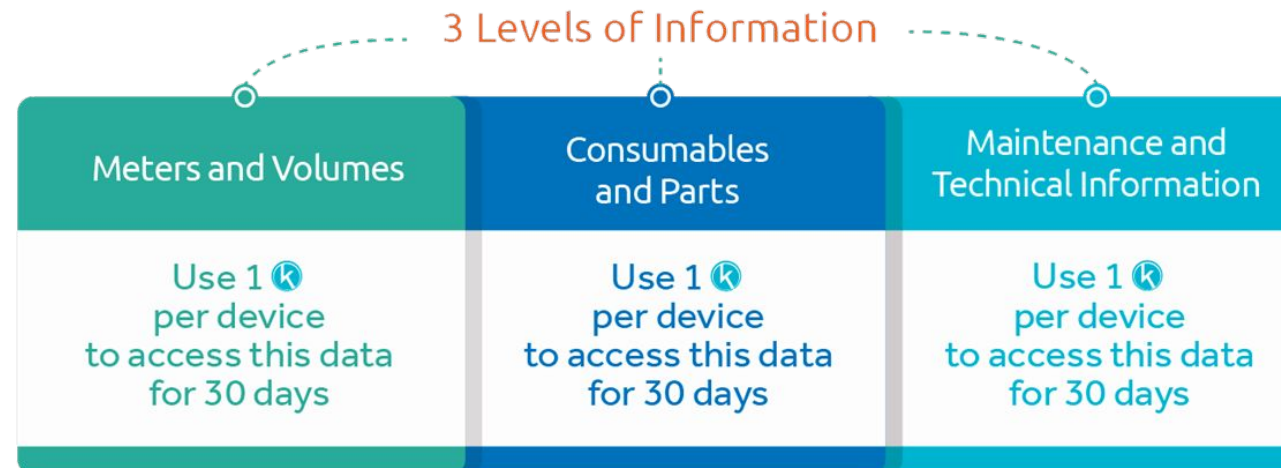
## SALES

- Statistics & customized reports
- Develop sales opportunities
- Identify necessary changes within the fleet
- Detect business opportunities

# KPAX KOINS

## Pay only for the information you want to see.

KPAX Koins allow you to align the cost of management with your revenue depending on the level of information you need (meters, supplies, technical alerts) and thus scale the price you pay for a device.



# KPAX LIBERTY



Liberty allows you to simplify implementing and maintaining agents in poorly adapted client environments.

- Reduces the time technicians spend managing collection agents
- Installed on the customer's network and only requires one Liberty per client network, regardless of the number of managed devices
- Remote equipment access through a web page for maintenance operations like restarting the equipment, changing the configuration, and upgrading the firmware



Low power supply consumption



Ethernet switch 100Mbit/s



RJ45 connectivity



Integrated WiFi chip

# WHY WE LOVE ELATEC

RFID Systems


ELATEC is a leading global provider of solutions related to short range wireless readers/writers. As a reliable partner, they offer our customers some of the best products, processes, and services for their business. Their combination of experience, technology leadership, and comprehensive service is one-of-a-kind.

## + Product Standouts


- Customizable, configurable, and programmable
- Any reader can be turned into an analyzer
- Supports over 60 RFID technologies
- Supported by all major printer manufacturers
- Bluetooth options available
- Slim Reader design



# USE CASES


 Parking

 EV Charging

 Secure Printing


 Retail


 Bike/Car Sharing


 Driver Identification


 Gaming


 IoT


 Vending and Ticketing

 Physical Access

 Single Sign-On


 Time and Attendance


 Fitness Equipment


 Elevator

 Fleet Management

 Education

 Healthcare

 Locker Locks

 Machine Authentication

# BENEFITS AT A GLANCE

60+

## Flexible

Compatible with more than 60 transponder technologies



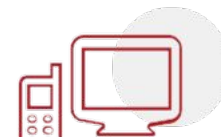
## Universal

Runs on LF and HF and with NFC and BLE

110+

## International

Certified in as many as 110 countries\*



## Convenient

Remotely configurable and updatable



## Connected

Partnerships with specialized providers such as HID Global, LEGIC and NXP

\* for TWN4 MultiTech 2 BLE programmability

# WHY ELATEC?

- **Configurable** via contactless card
- **Reprogrammable** by remote programming through printer (Xerox, Lexmark, HP, Ricoh)
- **Flexible**: Any reader can be turned into an analyzer to read card technology
- **RFID Agnostic**: Simultaneously supports over 60 RFID technologies, including Low-Frequency (LF), High-Frequency (HF), NFC & BLE, even simultaneously in some cases
- **MFP Agnostic**: Supported by all major printer manufacturers
- **Customizable**: Customer-specific programming available
- **Bluetooth options available** (managed vs non-managed credential), including Bluetooth mobile application
- **Slim Reader** designed around HP HIP2 Pocket

# Cost Recovery: Pay for Print

## Did you know?

You can buy your Prox Cards & Readers directly from ACDI? We are one of the largest distributors of Prox card readers in North America. Because of our volume discount, we can oftentimes supply you with the readers you need cheaper than buying directly from the manufacturer.



# ACDI Card Readers & Payment Solutions

Manufactured and designed in-house with technology that's second to none, the popular EX2000 Series allows multiple price lines for fine-tuned pricing. Charge different rates for black and white and color copies, various paper sizes, simplex, duplex, and more. But it's not just for copies. Charge for prints, scans, and faxes too!

The EX 2000 Series is the most reliable and aesthetically pleasing unit on the market today. With its unmatched functionality, it is the solution for all your print and copy needs. Printing reports has never been easier. They're compatible with most copiers on the market today. Control your overhead by reducing your paper and equipment costs with the EX2000.



## Mobile-Friendly Payment Solutions

Our entire line of ACDI credit card payment solutions now accepts Android, Apple, and Samsung Pay. It's never been easier to pay from your phone.



## RSX1000 Print Release Station

Web-enabled print release station/payment solutions designed to provide access to PaperCut hold and release queues while streamlining money management in an account-based environment.



## WHY WE LOVE



ACDI Energy Services focus on bringing clean and sustainable energy options to our partners. Through a combination of hardware, software, and maintenance offerings, ACDI Energy is a way customers can capitalize on the accelerated demand for electric vehicles and the need for a sustainable infrastructure to support that growth.

### + Product Standouts

- End-to-end service including site selection, financing, installation, software, and support
- Multiple EV charging station and cable management options for uses across industries
- Activates new revenue streams for end-users

An aerial photograph of a two-lane asphalt road stretching into the distance through a lush green landscape. The sky is overcast with soft, grey clouds. In the foreground, a dark car is visible on the road. The logo for 'ACDI ENERGY SERVICES' is overlaid on the left side of the image. The text 'ACDI' is in a light green, blocky font. 'ENERGY' is in a large, white, stylized font with a double-line effect. 'SERVICES' is in a smaller, white, sans-serif font below 'ENERGY'. To the left of the text is a cluster of semi-transparent green and blue circles of varying sizes, resembling a molecular or atomic structure.

ACDI  
**ENERGY**  
SERVICES

# EV Charging Parallels Printing



- Parallel industry offering
  - Hardware sale
  - Accessory upsell opportunities
  - 1, 3, and 5-year service plan revenue
  - Installation revenue
  - Usage revenue
- Additional revenue benefits
  - Massive government installation refunds and incentives
  - Open new opportunities with an industry leading solution
  - Larger services opportunity



# Key Buyers



Multifamily

**EV charging stations for your community**



Retail and Mixed Use

**Remain ahead of the curve providing a valuable amenity to customers, employees, and residents**



Education

**Tap into the rising wave of clean transportation while providing a valuable amenity**



Healthcare

**Provide a sustainable amenity to staff, visitors, and patients**



# ACDI Energy **Smart** EV Charging Portfolio

Our EV chargers are compatible with all EVs on the road today and offer an AC Level 2 Charge (20-70+ miles of range per hour of charge)

**BLINK SERIES 4**  
Single Family/Home



**BLINK SERIES 6**  
Multifamily/Commercial



**BLINK SERIES 7/7+**  
Fleet/Commercial



**BLINK SERIES 8/8+**  
Retail/Commercial





# ACDI Energy EV Charging Software



## Program Monitoring and Reporting

- Transactions
- Energy
- Revenue
- Utilization
- Daily Usage
- Sustainability

## Pricing

Easy-to-implement programs using three package options

## Access Policy

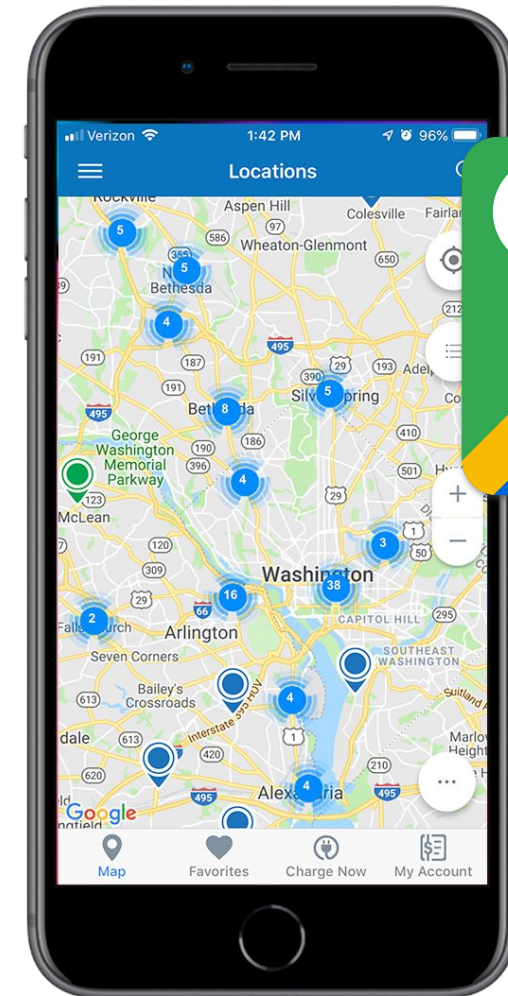
Establish access to software offering using prepackaged member groups



# EV Charging Business Selling Points



- Generate additional revenue
- Become a destination for charging through EV driver apps
- Retain talent and keep employees satisfied
- Entice customers and build loyalty
- Solidify a positive reputation for environmental responsibility and sustainability



# U.S. Government Incentives



## Federal

- Consumer: directly reduce your tax bill with an up to \$7,500 tax credit when you buy or lease an EV.
- Commercial: receive credit for 30% of EV charging station purchase and installation cost, up to \$30,000.

## State

Many states now offer tax incentive and rebates for EVs and/or charging stations.

Many utility and local governments offer rebates for commercial charging.

# Canadian Government Incentives



## Federal

- Consumer: directly reduce your tax bill with an up to \$5,000 tax credit when you buy or lease an EV.
- Commercial: receive credit for 50% of EV charging station purchases and installation cost, up to \$5,000 per connector.

## Provincial

Many provinces now offer additional tax incentive and rebates for EVs and/or charging stations.

Many utility and local governments offer rebates for commercial charging.

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