



Document Efficiency *At Work.*SM

THE MARKET

Document management is a rapidly changing and dynamic industry. It is no longer a market simply defined by hard copy documents. Today's technologies provide new ways for people to communicate and exchange information in the office environment.

Within this changing environment, IKON is uniquely positioned to meet the changing needs of its customers. IKON offers customers a range of equipment and services that is simply unsurpassed, from solutions for offices of all sizes, to those for high-volume print and data centers, to a complete set of outsourcing offerings.

IKON is meeting demand for today's color and digital office equipment with exceptionally strong choices from leading manufacturers such as Canon, Ricoh, and Hewlett-Packard, and offering very competitive solutions for high-volume production needs. Furthermore, the company offers the technology and expertise — in software, networking, and document systems analysis — to deliver customized solutions that meet customers' enterprise-wide document needs by streamlining workflow and enhancing efficiency.

The strength of IKON's portfolio is a direct result of its business model: IKON is a distributor, not a manufacturer. By aligning itself with the best vendors in the industry, IKON offers the best technologies to its customers. With this strategy, the result is a custom solution based on the right combination of hardware, software, and services.

ACHIEVEMENTS

During the late 1990s, IKON was acquiring numerous local office products dealers in major



markets throughout North America and Europe. Each of the over 450 acquisitions completed had a different name and its own established brand recognition within its local market. The name IKON Office Solutions was established in 1997, and the company began to transition each local dealer to the IKON brand in each market. The changeover from numerous disparate brands in splintered markets to one single brand name with an international presence was no small task. Today, IKON has established itself as the largest independent distributor of document management products and services in the United States with approximately 600 locations worldwide including Canada, Europe, and Mexico.

HISTORY

IKON Office Solutions was founded in 1965 as Alco Standard Corporation. Alco Standard was a holding company made up of several diversified manufacturing and distribution companies. Throughout the 1960s and 1970s, the company carried numerous product lines

within a variety of industries. In 1983, the Alco Office Products division, an office equipment distributor, began to acquire local office products dealers throughout North America and Europe and became one of the more profitable divisions within Alco Standard. By the late 1990s, two divisions remained: Alco Office Products and Unisource Worldwide, a paper and related products distributor.

In 1997, company shareholders approved a spin-off whereby Unisource emerged as a separate company. At this time, Alco Standard changed its name to IKON Office Solutions to reflect the new technology evolving within the industry as well a "total solutions" approach for new services IKON was now offering in addition to traditional office equipment.

Today, IKON is committed to delivering flexible and customized solutions and services that enable customers to fully utilize digital technology in order to improve document workflow with increased cost efficiency.

THE PRODUCT

IKON provides a range of products and services to meet document workflow needs in the office — copying and printing in black-and-white or color, digital workflow and electronic document





distribution, as well as job management tools and application support.

One of the most important segments of the product portfolio is the array of devices and software systems that IKON offers to connect, manage, and optimize printers and copiers. These products are of tremendous value to customers as tools to increase productivity and efficiency, maximizing their investment in equipment. To IKON, they also serve as key differentiators in the marketplace, enabling the copier/printer devices to act as portals into all aspects of the document life cycle — from document capture to distribution, output, storage, and retrieval.

To deliver these solutions, IKON specialists start with a thorough analysis of customer needs that might include an assessment of current printing and workflow. Then, the company's Professional Services team uses their expertise to implement and support a customized solution based on best-in-class technology. This approach could include software solutions that enable scanning and document distribution and management from a digital copier/printer. Or it could include a differentiated print management system designed to manage printing to multiple devices, provide job tracking and accounting, offer specialized color controls, or support key applications like variable data printing or forms management. In fact, IKON offers a range of solutions as broad and varied as the needs of its customers.



Document outsourcing represents an area of particular promise for IKON since it happens to be both a sector of growth within the industry and also one of IKON's greatest points of strength. IKON's success in outsourcing is based on a range of offerings that can meet nearly any client need, including services provided on-site, off-site, and in custom combinations of the two. On-site, IKON offers flexible and scalable facilities management services, including

management of copy/print centers and mailrooms, as well as fleet management services for approximately 1,300 customers in industries ranging from health care, legal services, manufacturing, education, and communications. Off-site, IKON offers comprehensive print services through our network of regional digital print production centers. And through Digital Express®, IKON's Web-based document management service, IKON helps its customers manage frequently printed materials.

IKON is also a leader in providing copy/print and document management services to one of the most document-intensive industries: the legal community. Our extensive network of legal document production centers offers quick and accurate document reproduction services to law firms and corporate legal departments, as well as IKON Scan-to-file ServicesSM and legal document coding.

RECENT DEVELOPMENTS

IKON is proud of the unique position it holds within the industry. IKON is equally proud to receive recognition from outside sources that cite the company's people and organization for successful approaches to solving customer challenges and offering the best customized solution to fit their needs.

For example, IOS Capital, LLC, a wholly owned subsidiary of IKON, was recently named to Standard & Poor's Select Servicer List. IOS Capital provides lease financing to customers and is one of the largest captive finance companies in North America. Reflective of the company's well-established track record for servicing office equipment leases, IOS Capital is the first equipment leasing company to be named to the Select Servicer List. IKON's customers benefit from the convenience of a single-source provider for all of their document-related

needs as well as from a variety of financing options offered through IOS Capital.

PROMOTION

IKON's top-notch sales team — made up of 5,000 highly trained professionals — uses a consultative approach with customers in order to fully understand their challenges and business goals, and then applies IKON's expertise to recommend best-in-class technology effectively to drive efficiency and boost productivity. With IKON's approach to selling, it's no surprise that IKON was recently named by *Selling Power* magazine as one of the "25 Best Service Companies to Sell For" and one of the "50 Best Companies to Sell For Overall." In the comprehensive analysis, *Selling Power* ranked companies based on data in the areas of compensation, training, and career mobility.



BRAND VALUES

IKON Office Solutions (www.ikon.com) is a leading provider of products and services that help businesses manage document workflow and increase efficiency. In today's tough economic climate, IKON Office Solutions is committed to bringing customers improvements in their document workflow and increased efficiency as well as helping them to leverage their technology investments. IKON is a company that has an array of products and services that is simply unsurpassed in the industry. Backed by highly trained and skilled professionals who have a single-minded focus on meeting customer needs, IKON is a name that customers can rely on to help them succeed in a competitive world.

THINGS YOU DIDN'T KNOW ABOUT IKON OFFICE SOLUTIONS

- IKON is the largest independent distributor of Canon and Ricoh copiers in the United States.
- At *IKONSupplies.com*, customers can purchase supplies for their businesses, up to 30,000 items from paper to toner.
- IKON's technicians undergo, on average, more than 100 hours of product, connectivity and systems training each year.