

THE
m m
modern office methods

Anniversary



5 Decades of Modern Office Methods

A Family-Owned Business

Robert J. McCarthy was raised on a hill farm in Washington County, Ohio, during the depth of the Great Depression. He maintains that he has never been very wealthy but he has been very poor; but not hungry, because his family raised their own food. He was very fortunate to have received an excellent education from St. Charles College in Columbus, Ohio. This excellent education enabled him to receive an officer's commission in the Navy before entering service in World War II. He served on a destroyer in the Pacific and when he was separated from the service in 1946 he settled in Columbus.

After an interim job with the Veteran's Administration, he was recruited by a business machine company in 1948 and sold products in central Ohio, then transferred to Dayton in 1953 where he was introduced to a novel, emerging technology – the all electric, all dry Thermo-Fax copier. This was several years BX (before Xerox).

Seeing the potential in the Thermo-Fax and its supply business, he applied for a dealership in 1957 and was awarded the closest one to home, Evansville, Indiana.

It should be noted that the dealerships were and still are exclusive to a given territory.

They become available only when a dealer wants to sell or dies. McCarthy accepted the challenge of the Evansville dealership.

Today MOM is recognized as a 1st class leader in TOTAL DOCUMENT SOLUTIONS.

Now let's look at the past 50 years . . .

Our Mission: To be recognized in our markets as the “Preferred Provider” of office solutions dedicated to Total Client Satisfaction.

The McCarthy Family



Molly: Joined MOM shortly after graduation from University of Dayton with a B.A. degree. She served in several positions and ended up as Sr. V.P. of Human Resources and retired in 2004 after 30 years.

Kathy and her husband, Rick Maxwell: Joined MOM after they graduated from University of Dayton and served in several positions including three years as Manager of Nashville and Corporate V.P. of Sales. In 1985 Rick became President and C.O.O. until 1995 when the southern three dealerships were split off for them as MOM South.

Kevin: Graduated from Miami University with a B.S. in 1979 and spent three years in Seattle, Washington (mecca for youth) in a national sales position. He returned to join MOM as Lease Coordinator and moved up thru the Company to become President and C.O.O. in 1995 and C.E.O. in 1998.

Steve Bandy, son-in-law: Joined MOM in 1996 after a successful sales and marketing career with Reebok to become V.P. of Marketing for MOM.



Decade 1

On December 7, 1957, Bob McCarthy made the trip to Evansville, Indiana, to acquire the dealership from an office supply company, which could see no future in the business. The regional manager of the 3M Thermo-fax division and the dealer representative of the 3M company accompanied him.

McCarthy, along with his wife, had committed all of their available assets including the equity in their home, his wife's war bonds that she had saved from WWII, and any other cash that was available to the business. Therefore, they ended up renting the only house available in Evansville and moved from Dayton to Evansville with their four small children the last week of February 1958. (Kevin was 9 months old.)

When Paducah was assigned to MOM in 1958, he was able to recruit an excellent P&G salesman who started working out of his home and did a fantastic job developing the Paducah marketplace where they ended up with three other salesmen.

Within a few months they had rented office space in Paducah and within two years had built their own building. Between Evansville and Paducah, they were placing forty to fifty machines per month on a regular basis. It ended up that McCarthy stayed two and a half years in Evansville, moving to Cincinnati in the summer of 1960. After moving to Cincinnati, McCarthy continued to spend his full time working with Evansville and Paducah and commuting there frequently.

Early in 1963, McCarthy had met with the owner of the Topeka, Kansas's dealership on a couple of occasions and had visited with him in an attempt to buy his business, which supposedly was for sale. He did not sell, but died suddenly in September of 1963.

Within a few weeks, 3M checked with McCarthy to see if he would be interested in buying the dealership since he had talked with the previous owner. (It was on another day of infamy – the assassination of President John F. Kennedy.) The answer was “yes.”

McCarthy reported to Topeka, Kansas, on January 2 with his accountant to work out the details and purchase the Thermo-Fax business of Topeka, Kansas.

McCarthy spent about ten days in Topeka trying to get all of the details taken care of and he transferred the manager from Paducah to Topeka as a minority owner of the business.

McCarthy had returned to Cincinnati only one day when he received a phone call in the middle of the night that the co-owner/manager, 38 years old, had dropped dead in the office at about 11:00 p.m.! McCarthy then recruited an excellent sales manager from Ft. Wayne, Indiana to replace the recently deceased manager in Topeka, an excellent choice for success.

NO Chemicals
NEGATIVES

the completely electric
THERMO-FAX Copying
Machine gives you
PERFECTLY DRY
copies in just 4 seconds!

Cleanest, Simplest to Use
No Muss, No Fuss
No Time Wasted

1965 - Evansville, IN Sales Team



December marks the tenth anniversary of our service to the business community. It is noteworthy that our ten years in business have coincided with the period in which office management and methods have developed into a new science. We are proud that from the inception of our company our major supplier has been a respected pioneer in this field—one of the ten best-managed companies in the United States—3M Company. We enter our second decade with every expectation that with every idea that is new and valid, Modern Office Methods pledges continuing concern for value in products and questions to offer you only the best, backed by the highest quality service.

Robert J. McCarthy
President
Modern Office Methods, Inc.

MODERN OFFICE METHODS Locations

Bowling Green, Ky.	853-1461
Carbondale, Ill.	437-5996
Cape Girardeau, Mo.	334-6333
Evansville, Ind.	425-3141
Maabaran, Kans.	PR 6-7191
Nashville, Tenn.	291-5223
Owensboro, Ky.	685-1602
Paducah, Ky.	442-2791
Salina, Kans.	815-6900
Topeka, Kans.	354-1744
Cincinnati, Ohio	HOME OFFICE
	(513) 561-8146

It gives great pleasure on the occasion of our Tenth Anniversary to announce that we have grown from two nearly 10,000 customers in ten years and are now serving with the company and we welcome the fifth member of the firm this month. MODERN OFFICE METHODS is a GROWING company in a GROWING field!

1958 - First Sales Team:
Robert McCarthy, Bob Johnson, Harold Derrington, and Bernie Falk



We knew how to promote! 1959 - First Business Product Show



1958 - Grand Opening of Paducah, KY Office



Decade 2

Business continued to progress rapidly in all three markets and then in 1967, 3M made the decision to cancel the Visual Products dealer in Nashville, Tennessee. Visual Products had become part of the office products line for 3M so it was a matter of either MOM or 3M taking it over. McCarthy agreed to acquire the franchise. With no other dealerships becoming available, it became a period of internal growth. During this decade the 3M Business Products Division became Harris 3M.

This all lead to the beginning of Decade 3.

1982 The dealer/owner of all of the state of Alabama plus the panhandle of Florida declared his desire to sell and get out of business. McCarthy was approached by 3M as being the only dealer that they would contact or consider in taking over this territory. Again, to make a long story short, McCarthy negotiated the purchase of the \$10 million Rollings Inc. in the fall of 1982. One of the conditions of the purchase was that Modern Office Methods take over within ten days. The buyer and seller arrived at a purchase formula and left the details up to the accountants and lawyers. While Modern Office Methods was in the midst of the physical transition, the owner died and Modern Office Methods had to work out the rest of the details with the estate.

1983 3M got out of its direct sales of the office products and Modern Office Methods acquired Knoxville, Tennessee, which tied in geographically with the Nashville and Alabama territories.

Nashville, TN Office



This is Modern Office Methods Inc.'s new building at 3214 W. 29th, which will open officially Monday at 4 p.m. The company is a Products center.

Modern Office Opening Slated

A ribbon-cutting ceremony at 4 p.m. Monday will mark the official opening of Modern Office Methods Inc.'s new building at 3214 W. 29th. The company is a 3M Business Products center.

The building, enlarged from a former residence with a stone and cedar addition, has 4,000 square feet of space for sale and service facilities. The company formerly was at 121 W. 6th. Four days of open houses will follow the opening ceremony. Gene Disidore, vice president, said.

Officials from governmental offices on the state, local and military level are invited to participate in the opening ceremony on Tuesday and Wednesday. Governmental experts from 3M's St. Paul headquarters in Washington, D.C., will be present to demonstrate new

Topeka, KS Office



MONACO CASTLE 1977



20th Anniversary ribbon cutting celebration for the new Evansville, IN Office.



July 5, 1977

MEMO

SUBJECT: 3M DEALER ACHIEVEMENTS AND AWARDS

Throughout our twenty years as a dealer for 3M business products, Modern Office Methods has enjoyed as much or more recognition than any other dealer in the country.

Remembering that we started from dead zero in December, 1957, by the time one year had passed we had sufficient momentum that in 1959 we were awarded the "President's Cup". This was the highest achievement among all dealers in the country of a similar size.

The dealers themselves had established a recognition program to honor their peers for outstanding performance. This was known as the "Turtle Club" with the theme that "he makes progress only when his neck is out". My peers honored me with this award in 1960. By the time this club disappeared from existence a few years later, there were only approximately twenty-five members out of approximately two hundred dealers.

Ten years ago 3M established the "Advisory Council for Management" to recognize their ten most outstanding dealers each year. We have been fortunate enough to have a seat on the Advisory Council five years out of ten.

Approximately ten years ago the Duplicating Products Division formed the "Pro Am Leagues" in which the six top dealerships are recognized by attending the Bing Crosby Pro Am at Pebble Beach (3M sponsors that tournament). We have had this award three times.

Five years ago the Microfilm Products Division established the Corps D'Elite to recognize each dealer on an annual basis who achieves a list of demanding criteria and exceptionally good sales performance. We have made this achievement every year.

These are a few of the achievements we have been able to make in our Modern Office Methods companies.

The last time I saw the 3M Chairman of the Board he referred to me as "the winningest dealer in the country".

Robert J. McCarthy

Decade 3

1984 The 3M Copy Products dealer in Nashville wanted to exit the business. Modern Office Methods negotiated the purchase of the franchise from them, which complimented the audiovisual products that they were already handling.

1985 Harold Morris, who had been with MOM for twenty-four years and had risen from a clerk in Evansville to president/ chief operating officer, decided that he wanted to move on and buy a dealership of his own. McCarthy put him into a state of shock when he asked Morris if he would like to purchase the Topeka, Kansas, franchise which he quickly did. After the departure of Morris, Rick Maxwell, McCarthy's son-in-law and a five-year veteran of the company, was made president and chief operating officer. Molly and Kevin McCarthy, also seasoned in the business, were made vice presidents and the transition to the second generation was underway.

1986 McCarthy was able to negotiate with the chairman and chief executive officer of Harris/3M the sale of all of the Alabama territory plus Pensacola and Knoxville to be purchased by Harris/3M. Modern Office Methods, in turn, would purchase Cincinnati and Columbus, Ohio from Harris/3M. This was finalized on December 31, 1986. By January 2, Modern Office Methods started operating the Cincinnati and Columbus offices which were of equal market potential and all within two hours driving time – no aircraft required. As McCarthy always said, "It took thirty years to put together the kind of territory and geography that he dreamed of." McCarthy was finally selling something in his own "backyard." With all the realignment being made, it made sense for Modern Office Methods to sell Paducah, Kentucky. It was sold to Larry Williams, who had been a 25-year employee in Paducah, Kentucky, and it made a fine arrangement for that gentleman. This sale made the sixth or seventh employee that McCarthy had directly or indirectly put into the business for himself.



Robert J. McCarthy is chairman of Modern Office Methods. The Blue Ash company is celebrating 30 years in business.

Dream of ex-salesman comes true: Blue Ash firm scores with copiers

Back in the 1950s Robert J. McCarthy, a Dayton, Ohio, office equipment salesman, saw a copying machine called Thermo-Fax and started to dream about the future.

While it wasn't generally recognized, the days of dependence on carbon paper were numbered.

McCarthy obtained a franchise from the manufacturer, 3M Co., to sell Thermo-Fax in Evansville, Ind. And, as he recalls, the copier "took off like gangbusters."

Now chairman of Modern Office Methods Inc. in Blue Ash, he said that "it went far beyond my dreams. It's a huge industry now and I got in at the beginning."

Copier sales totaled about \$200,000 in the first year, 1957-58. Now, as the company observes its 30th anniversary, sales are running above \$10 million and there are 125 employees in the Evansville, Nashville, Tenn., Columbus offices and at corporate headquarters, 4382 Creek Road.

The early Thermo-Fax was the only copier on the market, McCarthy said. "It would make one copy on what looked like



Richard L. Gordon On business brown butcher paper in about four seconds--when everything went right."

A modern copier can turn out 70 copies a minute. It can collate, bind "and hand it to you," McCarthy said.

Today Modern Office Methods is an authorized Harris/3M copy products dealership as the result of 3M's joint venture with the Harris Corp. of Melbourne, Fla.

The Blue Ash company maintains more than 15,000 accounts, including most major businesses and governments in each of its markets.

Contributions to this column are welcome. Please send them to "On business," c/o Richard L. Gordon, The Cincinnati Post, 125 E. Court St., Cincinnati, Ohio 45202. Gordon is a contributing writer for The Post.



Evansville, IN - MOM staff and truck fleet.

A newsletter to help you attain maximum efficiency in your office operations. December, 1987

We're Celebrating Our 30th Anniversary 30 Years In The Copying Business 30 Years As Authorized 3M Dealer 30 Years Serving 15,000 Customers In The Midwest And Southeast

Like many a person who has reached this magic age Modern Office Methods wants to shout, "Hey, we're 30, and we're proud of it!"

We have a lot of great events in store for the thousands of customers we serve throughout the Midwest and Southeast. Discounts on most products and services (30% off, of course,) a new Anniversary edition of our Mod-tor \$30.00.

During our big year we will provide enough paper and supplies for our customers to make over 200,000,000 copies. And we thought we were doing good in 1957 when the total reached 200,000 copies.

A lot of interesting and important things have happened in the world since the day in 1957, when founder Bob McCarthy took the big step and fulfilled his desire to go in business for himself.



Modern Office Methods' founder, Bob McCarthy, front left with 3M's Thermo-Fax machine.

Now, Modern Office Methods is well regarded as a leader in its field and serves thousands of customers as one of the largest dealers in the country.



Former Mariettan's company celebrates 30 years' business

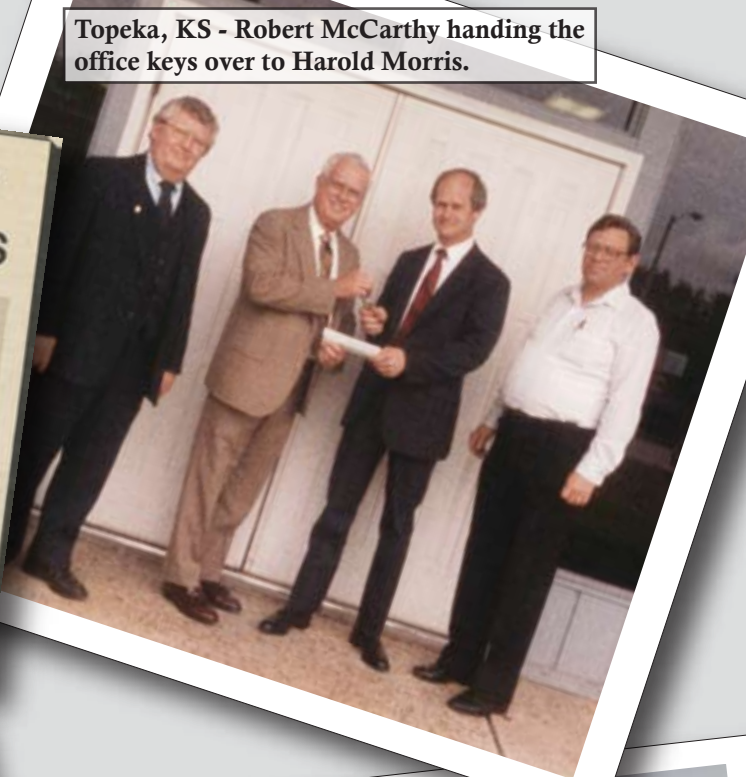
Marietta was a good start for Bob McCarthy. His first job was picking strawberries for a penny a quart for his father's farm in Marietta. He now is the owner of Modern Office Methods, which is celebrating its 30th anniversary as one of the largest Harris/3M dealers in the country.

When McCarthy started his copying business in 1957 with a dealership in Evansville, Ind., the copying machine was still an infant. Most people would ask why they needed a copier when they had carbon paper, McCarthy said.

Now Modern Office Methods serves thousands of customers with offices in Nashville, Tenn.; Evansville, Ind.; and Cincinnati and Columbus.



McCarthy



Topeka, KS - Robert McCarthy handing the office keys over to Harold Morris.



1980 - Robert & Margie McCarthy's trip to the Great Wall of China.



MOM's commuter airplane for traveling to distant offices in the 1980s.

Decade 4

1988 By this time, Harris/3M had evolved into the Lanier Company and the Lanier dealer in Dayton, Ohio, wanted to exit the franchise. He was released and Modern Office Methods acquired it.

1990 The dealer in Louisville and Lexington, Kentucky, was ill and needed to remove himself from the business. Rick Maxwell negotiated the purchase of those two markets, which ties in geographically with all the rest and gave Modern Office Methods a contiguous marketplace from Lake Erie down through Columbus, Dayton, Cincinnati, Louisville, Lexington, Evansville, and Nashville to the Alabama border. This territory consists of 207 counties.

1995 Like many family businesses, MOM became too small for everybody. To accommodate, the "villes"- Louisville, Evansville, Nashville - were split off for daughter, Kathy, and her husband, Rick Maxwell.

Kevin McCarthy became President/C.O.O.

1996 Purchased CEI Business Systems in Columbus adding several hundred clients.

Modern Office Methods
Of Kansas Inc.
Everything for the Modern Office

May 1, 1995

Mr. Bob McCarthy
8505 Camargo Road
Cincinnati, OH 45243-1407

Dear Bob:

I couldn't just send this last check without sending you a note thanking you again for all the opportunities you gave me over the past 34 years, especially the opportunity to buy Topeka. It is hard to believe that ten years has gone by since I left Cincinnati and moved to Topeka.

Bob, over the years you were able to hire, train and give opportunities to a great many fine individuals. You have left a great legacy of accomplishment both for yourself and for those who have worked for you over the years.

We all certainly worked hard when it was time to work and we did play hard in those times when it was time to play. Things haven't changed since the old days. It's still true that the harder you work, the luckier you are.

Bob, even though I won't be sending you a check each month, I still welcome you anytime. Gene and I are going to try to put together an outing this summer of so old employees and hopefully we can get you and Margie to come out. We'll keep you informed.

Thanks again,

Harold
Harold



Cincinnati, OH - MOM's Corporate Headquarters prior to our move to 4747 Lake Forest Drive in 2004.

total care adds value... MOM

Third Parties Salute MOM's Success

#1 Lanier Names MOM #1 Dealer

In 1992—MOM's 35th year in business—Modern Office Methods achieved its best year ever, ranking it as Lanier's Number One dealer in the nation!

Modern Office Methods placed first among Lanier's dealers in purchase dollars and in percent of quota achieved. MOM's territory comprises four percent of Lanier's national potential.

In addition, Modern Office Methods also had the top copier sales representative and the top facsimile sales representative and country for 1992. Mark Roll, Columbus major account representative, surpassed all of Lanier's 630 sales representatives in percent of copier sales quota achieved. Kriste Kotten, Columbus major account representative, achieved this same distinction for facsimile sales.

"We are very proud of Mark and Kriste and of all members of our sales team who made these achievements possible. Above all, we thank all of our customers for their support," said Rick Maxwell, president of Modern Office Methods.



At this year's Lanier President's Club meeting in Switzerland, Kevin McCarthy, MOM vice president of finance and administration, and his wife, Mary Ellen, proudly displayed MOM's #1 Dealer Award. Joining them are Wes Cantrell, Lanier president [left] and Lance Herrin, Lanier executive vice president [right].

MOM's Success Crescendos



For the second consecutive year, Modern Office Methods received the Crescendo Award. This award is presented annually to the 50 fastest-growing, privately owned companies in the Greater Cincinnati area. MOM was recognized with this award in 1992.

The Crescendo Award is jointly sponsored by The Cincinnati Business Courier and the international accounting firm of Ernst & Young. Nominees are evaluated on the basis of revenue and sales growth over a multi-year period.

"We are very honored to receive the Crescendo Award for 1993. Since our founding in 1957, Modern Office Methods has enjoyed steady growth each year. We thank our loyal customers, our dedicated team of employees and our quality-conscious vendors who have made this growth possible," said Bob McCarthy, chairman and founder of MOM.



Modern Office Methods Named Choice Methods 50 Dealer!

Office Dealer magazine recently recognized Modern Office Methods as one of its Choice 50 dealers for 1993. This annual award honors the top 50 office equipment dealerships in the United States.

Office Dealer magazine chose these dealers based on their innovative marketing techniques, growth records, entrepreneurial capabilities and future orientations.

In addition to being one of the 50 dealerships chosen, Modern Office Methods was also one of four dealerships featured on the front page of Office Dealer magazine's April issue. The inside article dealt



Celebrating MOM's 35th and biggest year in business are: [left to right] Dominic Pontrelli, Lanier marketing manager; Wes Cantrell, Lanier president; Rick Maxwell, MOM president; Kevin McCarthy, MOM v.p. finance/admin.; Pat Gispert, Lanier v.p. dealer operations; Lance Herrin, Lanier exec. v.p.; Robert McCarthy, MOM founder; and Molly McCarthy, v.p. staff services.

MOMENTUM

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Representing a full line of quality business equipment: copiers, facsimile and mailing/shipping

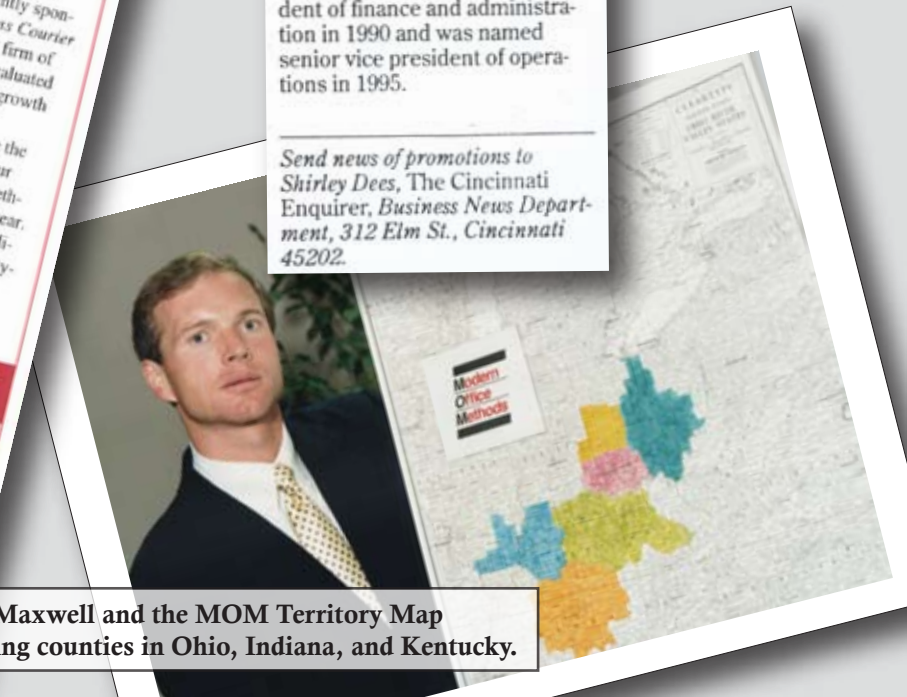
► Kevin McCarthy has been named president of Modern Office Methods, a full-service business equipment dealership. Mr. McCarthy will assume full responsibility for all aspects of the company's daily operations. He joined the company in 1983 as leasing coordinator, was promoted to vice president of finance and administration in 1990 and was named senior vice president of operations in 1995.



K. McCarthy

Send news of promotions to Shirley Dees, The Cincinnati Enquirer, Business News Department, 312 Elm St., Cincinnati 45202.

Rick Maxwell and the MOM Territory Map covering counties in Ohio, Indiana, and Kentucky.



Decade 5

- 2003 Purchased AOS Konica Minolta, a large established dealer in Cincinnati. Again adding a large group of clients.
- 2004 Acquired Lanier duplicator business in Columbus.
- 2005 MOM established the Pure Water Technology Division to provide filtered and purified water to office environments for pennies per serving rather than expensive bottles.

2007 – 50th Year

There are now two happy, successful, sister companies exceeding \$50 million in annual sales with optimism for Decade Six.

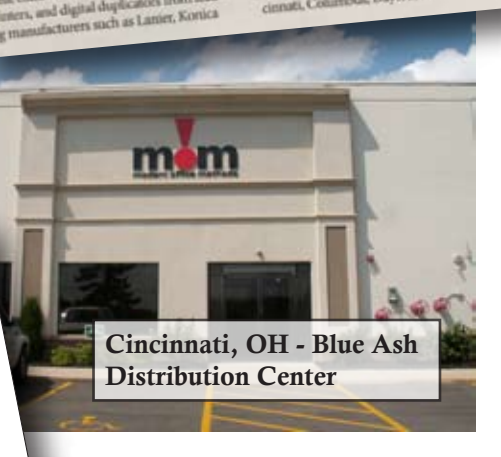
What a wonderful and satisfying experience for a salesman at age 38 to found and develop a business products company from ground zero to one of the largest in the country and live to see its 50th year with two successful sister companies owned and operated by the 2nd generation.

I thank God every day for this wonderful blessing that supports hundreds of people – associates, employees, and families. But, what really makes it work is the wonderful spirit of interdependency between the company, the employees, and the clients.

Cincinnati, OH - Blue Ash Corporate Headquarters



Cincinnati, OH - Blue Ash Distribution Center



Dayton, OH - Centerville Office



Columbus, OH - Westerville Office



THE 2004 TRI-STATE FAMILY BUSINESS OF THE YEAR AWARDS
Modern Office Methods
WINNER Innovation

This family owned and operated company is in its second generation of family leadership. Robert J. McCarthy is the founder of MOM. Kevin McCarthy, MOM President and CEO, is Robert McCarthy's son. Robert's daughter Molly serves as the company's Senior Vice President of Physical and Human Resources, and son-in-law Steve Bandy is Senior Vice President of Marketing for MOM. MOM prides itself on its outstanding service having received Lanier's prestigious World Class Service Award for service excellence every year since 1987. The Greater Cincinnati Chamber of Commerce also named MOM the 2000 Small Business of the Year.

"Award-winning Service is the MOM Difference" - is MOM's motto. MOM sets itself apart from its competitors by focusing on providing the best service in the industry to its clients. "Our clients know they can always count on MOM for the best advice, equipment and services", says Kevin McCarthy.

MOM acquired Advanced Office Systems (AOS), a Cincinnati-based dealer of Konica Minolta digital copiers and Panasonic fax products in December 2003. This allows MOM's market share to serve as a growth platform and allows us to increase the level of service and offerings to our client base. With the AOS acquisition, the size of the company has grown to approximately 180 employees and MOM's annual revenues grow to approximately \$30,000,000.

"The only constant is change," says Kevin McCarthy. And sure enough, MOM has seen and been a part of many changes throughout the last 47 years. This year in particular is a big year not only with the recent acquisition of AOS but also the move of MOM's corporate and Cincinnati branch offices to the new "MOM" building located at the corner of Reed Hartman Highway and Pfeiffer Road. As of the first of August, MOM is now located at 4747 Lake Forest Drive, second floor. This new office houses all the corporate offices and Cincinnati sales team and AOS. It is an impressive building that will allow MOM to showcase document management solutions to our client base.

MOM's keen focus on customer service and constant improvement have kept them ranked as the #1 Lanier dealer nationally and a proud recipient of awards such as this one.

Modern Office Methods is a document solutions provider of digital printing systems, color and black ink white copiers, fax, printers, and digital duplicators from leading manufacturers such as Lanier, Konica Minolta, Ricoh, and Panasonic. Founded in 1957, MOM is recognized as the nation's largest Lanier dealer serving thousands of clients throughout Ohio with offices in Cincinnati, Columbus, Dayton, and Zanesville.

50th MOM
modern office methods
Celebrating 50 Years of Providing Document Solutions to Our Clients

LFM
LETTER FROM MOM
January 2007

Steve Bandy, Robert McCarthy and Kevin McCarthy celebrating MOM's 47th Anniversary in the new Corporate office.



2000 SMALL BUSINESS AWARDS
Small Business of the Year Award 2000 WINNER
Customer Focus Award 2000 FINALIST

Steady growth has produced \$23 million in annual sales for Modern Office Methods, said MOM's president and CEO, Kevin McCarthy, right.

VERY SPECIAL MOM stays close to its customers, even with its rapid growth

By Andy Herman
Entrepreneur Staff Reporter

With 24 offices spread through Greater Cincinnati and a corporate headquarters in Dayton, a network used by an estimated 1.5 million users, and a fleet of over 100 copiers, it's no wonder that MOM is a household name. Through a combination of aggressive marketing, superior customer service, and a commitment to innovation, MOM has become a leading provider of office equipment and services in the Midwest. In fact, MOM was named the "Small Business of the Year Award 2000 Winner" and "Customer Focus Award 2000 Finalist" by Entrepreneur magazine.

They had an excellent salesman who was very professional. We also liked the fact that they're a locally owned company, so we gave them the opportunity. "Pitchard said.

The initial order for a copier has since grown into a long-term relationship. MOM is now the primary supplier of office machines and supplies for Silby. Other copier vendors will need to become more efficient at Silby. As a 23-year-old company, still producing from other manufacturers.

"As time progressed, we could see that the service was excellent, the pricing was reasonable, and the equipment was extremely reliable, so we just slowly began to buy more of their products," Pitchard said. "MOM is our go-to for all our office equipment needs."

Growth is a key factor in the success of Modern Office Methods. The company has seen a steady increase in sales over the past several years, and this is expected to continue. "We're looking for continued growth in the coming years," McCarthy said.

MOM recently merged with a separate company owned by the McCarthy family, creating a new entity. This move was a strategic decision to expand the company's reach and provide better service to its customers. "We're excited about the future of the combined company," McCarthy said.

MOM's success is a result of its commitment to customer service and innovation. The company has a strong reputation for providing high-quality products and services, and this is a key factor in its success. "We're proud of our track record and the relationships we've built with our customers," McCarthy said.

Q&A with KEVIN MCCARTHY

Q: How does Modern Office Methods grow customer feedback?

A: "To an effort to work towards our ultimate goal of 100 percent customer satisfaction (CSAT), our customer service technicians (CSTs) provide the customer with a customer care card upon completion of each service call. It includes a reply card that provides MOM with feedback on the service received. All the cards are tracked and analyzed by CSAT, branch and customer service."

Q: Why does MOM work the way it likely works for your company?

A: "We have always prided ourselves on being a family-owned business. As a family, we have always been committed to providing the best service possible to our customers. We're dedicated to providing exceptional customer value-added services."

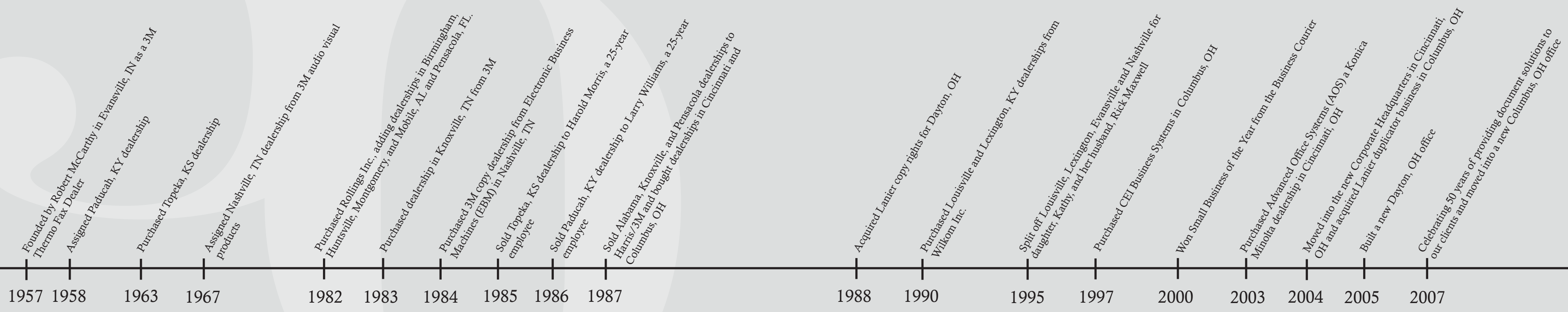
Q: Why did you recently merge a separate company, Midwest Connect, with MOM's Technology Consulting Division?

A: "The convergence of the two companies allows MOM to better serve our customers."



Growth: The outline below highlights the landmarks in Modern Office Methods' 50 Year History.

Today, Modern Office Methods is a family owned Cincinnati based company with offices in Dayton, Columbus, and Zanesville. MOM's territory covers 66 counties (75%) of Ohio, Northern Kentucky, and Southeastern Indiana. The company employs nearly 200 people and has an annual revenue of over \$30 million.



The Modern Office Methods' Territory



Cincinnati / Blue Ash
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4747 Lake Forest Drive
Cincinnati, OH 45242
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Fax: 513.791.0985

Cincinnati / Blue Ash
Distribution Center
4750 Cornell Road
Cincinnati, OH 45241
Phone: 513.791.0909
Fax: 513.791.0985

Dayton / Centerville Office
7475 Paragon Road
Dayton, OH 45459
Phone: 937.436.2295
Fax: 937.436.1747

Columbus / Westerville Office
929 East Wind Drive
Suite 220
Westerville, OH 43081
Phone: 614.891.3693
Fax: 614.891.5089

Zanesville
507 Main Street
Zanesville, OH 43701
Phone: 740.588.0326
Fax: 740.588.0343