



# Full Throttle

## Konica Minolta hosts 2022 Dealer Summit

by: Brent Hoskins, Office Technology Magazine

**T**hemed “Full Throttle: Shift Into High Gear,” Konica Minolta Business Solutions U.S.A. Inc.’s (Konica Minolta’s) 2022 Dealer Summit was held April 25-27 at the company’s Client Engagement Center (CEC) in Ramsey, New Jersey. The summit drew approximately 70 dealers. Many other dealers attended portions of the event virtually.

The 18,500-square-foot CEC showcases Konica Minolta’s production print product offerings. “We want you to use the center,” said Sam Errigo, president and CEO of Konica Minolta, as he welcomed dealers during the event’s opening general session, which featured several company executives. “We want you to bring your customers here. When they walk through this, here’s what I could tell you: We close business. It’s an impressive center. There’s nothing like this in the United States. This is it.”

Attendees had the opportunity to tour the CEC and attend breakout sessions, including “Supercharge Your DX Strategies” and “Go Full Throttle With Your Cloud Strategy.” The agenda also included a welcoming reception, featuring guest Eli Manning, a marketing general session, and a panel discussion with Wayne Taylor and Ricky Taylor from Wayne Taylor Racing, sponsored by Konica Minolta.

In his general session presentation, Errigo addressed the challenges Konica Minolta has been facing with supply chain issues, while emphasizing the need to look forward. “We’re going to look to the future; we’re going to accelerate,” he said, acknowledging the “hundreds of calls” and “sleepless nights” in the past two years, “working with Japan” on the supply chain. “We’re not out of it yet, but it is getting better,” Errigo continued. “Our focus, right now, can’t be about the past. We can’t change those things that have already occurred. All we can do as the leadership team is lean forward and that’s really the intent. So, thank you for sticking with us. Thank you for enduring, for being patient.”

Errigo shared some of the company’s key strategies, starting with its commitment to its dealer channel. Although it had already been announced previously, “I want to make sure it’s clear; 75% of our inventory [75% in office products, 50% of production] in this first quarter goes to dealers,” he said, emphasizing that only 25% will go to the company’s direct operations. “I am personally obligated to make sure you succeed.”

Another key strategy, Errigo said, is the focus on the need to deliver toner. “I just saw a stack of invoices; literally, we had more than 10,000 pick tickets in our warehouse that came in in one day,” he said. “We have to do a better job of organizing and making sure that we get volume out — get toner out to you, our



*Sam Errigo, president and CEO of Konica Minolta Business Solutions U.S.A. Inc., presents during the opening general session.*

dealer customers, and out to the direct channel customers as well. So, we’re working diligently on a plan to do that.”

Among the other key strategies Errigo cited:

**Product Diversification** — “We need to drive diversification in our portfolio. You’re going to see a lot of focus in our programs today around managed IT, our IIM [Intelligent Information Management] business and our video security business.”

**Market Share** — “We have to take market share. So, here’s what we know: Volume is down, for sure. It’s not back to FY19, that I can tell you ... So, look, we want to go take share from our competitors. Right now, I have roughly 17% market share. That’s not 100%. So, I have a long way to go before I run out of runway.”

**Profitability** — “I have to continually take the cost out of this business. We have to automate as an organization. We have to bring new technology to bear in order for us to get leaner, to make sure that those dollars go directly to the bottom line, because without profitability, you don’t have a business.”

Errigo closed his presentation by again expressing Konica Minolta’s commitment to its dealer channel. “We are 100% committed to this channel,” he said. “It’s 50% of our business. We have to protect our relationships. We have to protect your business, because without you, our business is a totally different landscape. We have to protect it at all costs. We’re going to focus on growth and profit for both of us. It’s not a one-way street. It has to be good for us, good for you and good for your customers.” ■

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