

Document Solutions Business Partner Snapshot

John Coudriet, the Director of Supply Management Services (SMS), Print and Equipment Sourcing

SMS Print has been well aligned with Document Solutions for several years. Their objective is to help optimize the services provided by Document Solutions by facilitating the sourcing process of the suppliers Document Solutions uses. This includes research on suppliers, developing request for proposals, supplier negotiations, and supplier contract development and execution.

Document Solutions is one of the SMS Print's largest customers and John has a long standing relationship with Rodney McBride, the key contact in Grove City, and Thad Scarrow in Urbandale.

SMS is currently involved in the migration of Urbandale's print to Grove City, including contract work to have equipment moved, disposal of unused equipment and other suppliers' services as needed.

In addition to serving Document Solutions, John's area also includes Commercial Print, which is primarily high-end full color brochures used for advertising and marketing. They source commercial print through 16 preferred contracted suppliers. NW Financial and PCIO are the primary customers with a total value of \$60M annually.

At the Enterprise level, print related expenses for last year were over \$300M+. This includes postage, commercial printers, in house production print, designers, equipment, programmers, software applications, office printers, external print related suppliers, and imaging and scanning.

John has been a Nationwide Insurance customer for over 25 years. He stated "As personally being a Nationwide customer, the print products from Document Solutions always have high quality with accurate information."

ALLIE BROWN COMPETES AT THE OLYMPICS



Did you know that Document Solutions has its very own Olympic competitor and medalist? Allie Brown from Mail Services located in downtown Columbus recently competed and won Third Place in Bowling during the 2008 Summer Games for Special Olympics Ohio held June 27 though June 29. Special Olympics Ohio hosted more than 2,700 athletes and over 1,000 coaches this year with eleven different sports in competition. Allie's sport of choice this year was bowling and this particular event was held at Sawmill Bowling Lanes with the men competing on Saturday, June 28, and the women competing Sunday, June 29.

Allie has been competing in the Special Olympics for as long as she can remember. She has been a competitor for three different special events teams in Franklin County (Area 6), including Northwest Columbus, Upper Arlington and Worthington, where she is currently a participant. In previous years, Allie has competed in volleyball, softball, basketball, swimming, track & field, and gymnastics, as well as bowling.

Over five years ago, Allie competed in the Power Lifting category and won the title of State Champion. As part of that competition, she was required to bench-press and dead lift weights. Allie shared that her heaviest dead lift was 195 lbs. during a competition, which was quite an achievement. Shortly after that competition, she decided to discontinue dead lifting weights, which is part of the Power Lifting competition, and she chose bowling as her next sport to master.

"I like bowling the best," says Allie, "I like meeting new people, and being part of a team. I feel like I'm good at bowling, too. Besides, we just go crazy at practice, and we tell each other how we'll beat the other one – it's friendly competition."

Allie also shared that for seven years she was a cheerleader for the Worthington team's basketball games through Special Olympics Ohio, but eventually realized that she had too many things going on, and decided to officially concentrate on one sport. However, her roommate, Alison, currently plays on the basketball team, so now Allie unofficially, but highly enthusiastically, cheers from the side lines. (Just as a side note, Allie's roommate has received five 2nd Place medals in gymnastics.)

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ALLIE BROWN COMPETES AT THE OLYMPICS *(cont'd)*

Practice for the bowling teams generally begins every Saturday in January and continues through June, which is just in time for the Summer Games. This year, with the exception of a couple of snow days and a vacation day, Allie faithfully practiced every Saturday prior to the 2008 Summer Games. Practice usually involves playing three games per person with direction from the Head Coach, other coaches and team members.

As a lefty, Allie uses her custom-drilled 10 lb. ball, and she wears her own bowling shoes. In 2007, her highest score during practice was 187. This year's high score during practice has been 191, which included four strikes in a row. The Coach's son, who wasn't present for her recent high score, simply couldn't believe she had achieved this number, because no one had taken a picture of the event. However, Allie was quick to show him the notebook where the scores for all practices games are recorded and he finally had to concede that she had indeed outdone herself.

During the actual competition, the athletes play two games per person and are evaluated on individual scores. Allie, being very nervous during the competition this year, was told by the Head Coach, "Allie, just think of it as practice. Don't worry about it." Allie said her mother offered her additional support by giving her a little pep talk during the competition, suggesting that she stop looking around the bowling alley and concentrate solely on her game. That pep talk immediately resulted in two strikes in a row. By the end of the competition, due to her commitment and the support of friends and family, Allie went on to win Third Place in Bowling with scores of 108 and 109.

I know many of us in Document Solutions are proud to say, "Congratulations, Allie! What an achievement!" Allie intends to participate in the 2009 Summer Games next year, and I know we'll be rooting for her all the way!

Special Olympics Ohio has approximately 200 local member organizations and over 18,000 athletes who are in training and competition. Special Olympics Iowa has over 13,000 athletes in training with over 2,000 certified coaches representing each of Iowa's 99 counties. These organizations originate from County Boards of MR/DD, public schools, developmental centers, parks and recreation departments, churches and parent and community groups.

If you are interested in competing, coaching or volunteering in Ohio, please contact Bob Rickard, Executive Director, Special Olympics Ohio, 3303 Winchester Pike, and Columbus, Ohio, 43232 and/or call (614) 239-7050. In Iowa, please contact Rich Fellingham, President, Special Olympics Iowa, 551 Dovetail Road, P.O. Box 620, Grimes, Iowa, 50111 and/or call (515) 986-5520.

VOLUNTEERING WITHIN OUR COMMUNITIES

There are many volunteers within Document Solutions that donate their time, knowledge, experience and hard work for non-profit organizations within their communities. From mowing lawns and delivering meals for our older citizens to building homes and rescuing the belongings of flood victims, we are proud of the efforts of our associates inside and outside of Nationwide.

Here are a list of just some of those associates and their organizations:

Bill Johnson - Mid Ohio Food Bank

Tina Wright - Ohio Historical Society, Relay for Life-American Cancer Society, YMCA Volunteer, Walk Nationwide

Candy Moore - Walk Nationwide

Colleen Martin - Walk Nationwide

Nick Davidson – American Red Cross

Tracy Eaton – Heart of Iowa Women on Wheels

Roger Ruggieri – Youth Sports Coach

Robert Berry – Central Community House, New Directions Career Center

Jane Jones – Light the Night Foundation

Muniz Softic – Youth Sports Coach

Allison Brown - Operation Feed - Corporate Challenge, Special Olympics Ohio

Amkha Sayavongchanh – Asian Heritage Festival

Mike Moore – Polish America Club (5013c)

Jimmy Markin – Nationwide Children's Hospital

Joe Roberts – Lower Lights Community Group

Elaine Duggan – Touching Little Lives

Jenn Baccam – American Red Cross

Betty Gallagher – Touching Little Lives, Operation Feed

Nancy Williams – Columbus Children's Theatre

Sharon Merritt – Hospice at Riverside and Grant Hospital (The Kobacher House)

As non-profit entities, these organizations are open to all individuals. If anyone interested in learning more about about any of these organizations or community groups, please contact the individuals above.

The 10 cent Tour..... It's Worth Every Penny!

By Doug Hall

They say "A picture is worth a thousand words." Well, this statement seems to be proving itself more and more each time we bring a customer group in to tour the print facility.

For years, it seemed the customers viewed print as output created at the end of the application system to send to the customer. Print was fairly simple; create the output, maybe add a barcode, and send it to the queue. As the Document Solutions print facility has grown in size and volume, it has also grown in complexity. Over the years, we have added job tickets, PWS tracking, (requiring barcodes on the job tickets for data entry), MRDF files, finish package symbology (barcodes, OCR, 2-D, OMR, etc), spray-on addressing, etc. Each of these process technologies has helped Document Solutions successfully produce up to 1400+ high-quality print jobs each day. To keep the operations running "smoothly," we need to continuously work with our customers and their application developers to incorporate these improvements.

The level of complexity in our operations can be overwhelming when we first talk to new customers. For example, when Document Solutions first went to THI, we found that two facilities were printing and finishing output. Jobs were being delivered to customers, but the process to do so was mostly manual. THI was growing fast, and realized they could not keep up with their growth without automation. As we started talking with them, we explained the necessity of job tickets, MRDF files, OCR and 2-D bar-coding. These requirements were foreign to the IT Developers because they never had to deal with them previously. Because THI had not seen our production process, they did not fully understand the need for our requirements. This lack of understanding resulted in an extended the amount of time that it took to communicate and complete the project.

Document Solutions learned a big lesson with THI. We need to allow our business partners/customers to not only understand the tools and requirements needed to process the work, but they also need to understand our processes from print to finish and quality to delivery. Inviting our business partners to stop in and take a tour has become a very valuable communication tool.

As we progress with THI, we have been inviting the Developers in to tour our operations, and the feedback has been very positive. We have also used tours with NFN to build more understanding. NFN is currently looking at relocating their customer-facing print from their Newark, Delaware print facility to Document Solutions East. A group of the NFN Developers were in Columbus, and had the opportunity to visit our operation in Grove City. After the tour, the manager of the group sent a note to us with the following statement:

"The feedback that I have been getting (from the group that toured) has been very positive and everyone seemed very appreciative of the opportunity to meet you and the others, as well as being able to tour the facility. Believe me, there were many comments made as to a newer appreciation of what you guys do on a daily basis."

While on the tour, we were able to explain not only what a job ticket looks like, but how we use it and how important it is to our process. This type of education not only helps the customer understand our requirements, but it also adds credibility to our processes and quality procedures.

For years, we have used tours primarily as a public relations tool for "telling / selling our story" to our Nationwide audience. Now, we are realizing these tours are a powerful tool for educating our current and potential business partners/customers in the world of print, finish and mail. As part of the success of these efforts, your help and understanding during these tours has been a big plus in making business partners and/or customers feel welcome. Therefore, we would like to thank you for your time and patience during these opportunities to show our strengths as a value-added service to the organization. Teamwork is the best key to our success.



ALPHABET SOUP

Helping you become familiar with our world of acronyms...

FTE - Full Time Equivalent (Associate)

OSHA - Occupational Safety and Health Act

EDC - Enterprise Data Center

IC - Independent Contractor

ILH - Individual Life and Health

VDT - Video Display Terminal

YTD - Year-to-date

Your EDS Team

Nancy Williams • Scott Scharadin • Bert Moody • Carol Kisner • Doug Hall • Carrie Elbarshaly • Robert Berry