

JM FAMILY ENTERPRISES, INC. DRIVES TO SUCCESS

Laid end to end, the 36 million pages that JM Family Enterprises, Inc. (JMFE) (www.jmfamily.com) prints each year would pave a two-lane route from Miami to Seattle. JMFE does all that and much more from its headquarters in Deerfield Beach, Florida.

Since its founding by Jim Moran in 1968, the group of companies that comprises JMFE has grown dramatically. The company now conducts business in 48 states and Puerto Rico. It extends beyond subsidiary Southeast Toyota Distributors, LLC (SET) processing and distribution business to include automotive financial products and services; warranty and insurance products and services; third party servicing and retail sales. SET is well known for creating the original "Toyotathon" concept, a popular event allowing Toyota dealers in the same geographic area to combine their marketing clout and vehicle inventory. Other businesses include World Omni Financial Corp., JM&A Group, CenterOne Financial Services and JM Lexus.

Along the way, JMFE has accumulated honors such as being ranked by *Forbes* magazine

"We have standardized on Xerox papers to eliminate the risk of inferior paper as a variable in machine performance."

as the 19th-largest privately held company in the United States. In December 2000, it was ranked by a survey in *FORTUNE*® magazine as one of the 100 Best Companies to Work for in America. Since being placed at the



Nadine Perez (r) and Michelle Dunaj (l) outside the JM Family Enterprises offices in Deerfield Beach, Florida.

helm of JM Family Enterprises in 1989, Chairman and CEO Pat Moran has directed the company's growth to more than 3,000 associates, and led an increase in JMFE's revenues from \$2.4 billion to more than \$7.1 billion in 2000.

Nurturing an Industry Giant

So where does all the printing come in at one of the country's largest family-owned businesses? A considerable amount of printing is mainframe report output used to analyze and run the many business operations, at its Deerfield Beach headquarters and other significant business offices in Mobile, Ala.; St. Louis, Mo.; Jacksonville, Fla.; Commerce, Ga.; Margate, Fla.; and Hunt Valley, Md.

JMFE turned to Xerox a few years ago for printing products to support the growth of the business. Several corporate offices use Xerox DocuPrint N40s for their local printing while the Deerfield Beach headquarters uses high-volume digital printers and copiers including Xerox

DocuPrint 4635 Laser Printing System, Xerox DocuTech 6135 Production Publisher, Xerox DocuColor 2060, Xerox DocuColor 12 printers and a Xerox 5830 Copier along with a number of Document Centre workgroup printers.

There is also a more creative side of printing done at JMFE, where specialty stocks and products come into play. JMFE uses only Xerox paper and toners for its Xerox gear.

“We tried other papers, however Xerox digitally optimized papers and supplies gave us the quality and guarantee that we were looking for,” noted Nadine Perez, Document Services manager for JMFE. “We use the whole line of Xerox brand papers from the Xerox Premium Multipurpose 20 lb. business paper to the Xerox Digital Color Xpressions 94 Bright White 28 lb. coated papers and Xerox White and Plastic Tabs for the training manuals we print. We have been using the pre-scored Xerox Digital Color Glossy Greeting Cards and Digital Color Glossy Trifold Brochure paper to print invitations, greeting cards and brochures because they simplify the finishing work that we have to do once they’re printed. We also use Xerox Digital Carbonless forms. Since we’re moving many of our forms to the Web, our volumes on carbonless are dropping off.”

Community Service and Business

“One project we did several months ago was to create a unique sponsorship packet. We used only the back pocket section of the Xerox DocuPac folders to hold loose literature from getting misplaced or damaged, perforated sheets for sponsorship forms that needed to be pulled out and returned plus the new Xerox Business Reply Envelope sheets. We spiral bound this all together and it organized the package in a much simpler format for the sponsors, making it easier for them to handle and respond to,” Perez further explained.

JMFE supports a large number of charities, civic and economic groups, diversity relations programs, arts and cultural organizations and community events. JM Family focuses its philanthropy in the areas of at-risk youth, education, the arts, and multi-cultural diversity. Its hands-on approach to supporting the community through a variety of programs has earned the company numerous awards and given thousands of people, including many children, a chance at a better life.

In addition, Document Services supports the company’s 3,400 associates’ printing and copying requirements and ensures that Xerox consumables, from paper to fuser oil and toner, are always in stock and available.

“We have standardized on Xerox papers to eliminate the risk of inferior paper as a variable in machine performance,” said Perez. “As a result, we’ve had much less jamming. That means our productivity increases using Xerox



Nadine and Michelle look on while Ed Baez inspects a JMFE Toyota collateral printed on the Xerox DocuColor 2060.

papers in our Xerox equipment. We’re able to meet the tight deadline requirements of our internal customers and focus on helping the businesses service their customers and grow.”

JM Family Delivers Success

Thorough training emerges as one of the central themes underlying the success at JMFE. Several of the companies under the JMFE umbrella provide business-to-business service and support in their respective areas including training for dealership personnel.

Printing productivity is another strength behind JMFE's continued growth and success. Genuine Xerox supplies make printing productive for JMFE. "The white Xerox papers

are whiter looking and the papers are consistently more opaque. The quality is much better," Perez added.

"We have only ourselves to please as customers but we always strive to be the most cost-effective alternative for our in-house departments. They have the option of taking a printing project to an outside vendor but we benchmark our services and know we're at least 30 percent less expensive than an outside printshop. The capabilities of the production printing equipment and the variety of papers that Xerox offers give our departments more reason to keep their jobs in-house rather than going elsewhere. Our customers realize that they can get their specialized printing done internally, with an equally professional look and at a competitive price," Perez concluded.



Nadine and Michelle show off one of the many spiral bound training manuals that JMFE prepares using Xerox equipment and specialty papers.

For more information, contact your Xerox Supplies Representative, an authorized merchant, www.Xerox.com or call 1-800-822-2200.

©2001 XEROX® Corporation. Xerox®, The Document Company® and the digital X® are trademarks of XEROX CORPORATION.

610P711160