

THE CROWLEY CONNECTION

MESSAGE FROM THE PRESIDENT

Crowley Team:

As we approach the end of 2021, it appears as if some things never change. The Washington Football Team continues to lose both on and off the field, politicians continue to find ways to be utterly unproductive and COVID-19 seems to continue to want to maintain its grasp of the national conversation. However, for the first time in nearly two years, I was able to travel overseas to visit our colleagues in the UK at our Wicks and Wilson plant as well as to visit our closest hardware partner, Joerg Vogler of Zeutschel.

Jeff Manwiller and I were able to spend a few days with John Wilson and his team. The trip was both long overdue and very productive. Our UK team is in the early stages of a few exciting development projects (details to follow soon) and the crew continues to meet our steady, and in some cases growing, demand for the UScan+ and C-400 scanners. It was a pleasure to see everyone face-to-face after such a long break and to let them know how important their contributions are to the continued success of The Crowley Company as a whole. To add to the success of the trip, I finally had a great meal in the UK so everything you hear about English food in the UK is not true (kidding – a little – John)!

After a few days in Basingstoke, Jeff and I traveled to Tübingen, Germany to visit Joerg and team at the Zeutschel headquarters. As is always the case, Joerg was a great host and, among other things, we enjoyed walking through the Zeutschel production facility as we do on most visits. Joerg was happy to report that Crowley is again their top dealer in the world. As any good salesman would do, Joerg asked us to keep the pressure on and finish up the year strong, a goal at which I know Matt and his team fully intend to succeed. Zeutschel is likely to have their best year on record and it is a great accomplishment to know that Crowley continues to excel in promoting their products in North America.

Coming soon is another long overdue visit; this one to the folks at our Mekel Technology division in San Dimas. The Mekel team is in the midst of fulfilling one confirmed and several very large pending orders for the MACH-series production scanners. Jeff Helm and his team, not unlike John Wilson and his team, have continued to churn out product despite global supply chain problems. Both have used creativity and ingenuity to work around a number of complications. I am anxious to get out and see them (although they may not be as anxious to see me!) and enjoy the southern California weather as things begin to turn cold here in the Mid-Atlantic.

These visits serve as both a great reminder of how important all of our team members are and an opportunity to ensure our business partners that Crowley is committed to their success. I am forever grateful for the folks in the UK and in California; despite not having seen either group personally in a very long time, they continue to impress and make Crowley a better company.

As always, thanks to everyone for all you do!

Sincerely,




ARE YOU COVERED?

Yes or No, All Employees Must Reply by 11/19

Open enrollment for health insurance runs through Friday, 11/19. Eligible staff includes any full-time employee who has been here two months by December 1st, 2021. If you have a log-in to BenefitMall from last year, it will be the same this year. If you do not have a log-in, please contact hr@thecrowleycompany.com

All employees (even part-time/ineligible staff) will have to log into BenefitMall to waive and/or pick up insurance.

For those who have been here since July 1, 2021, you are also eligible to participate in the company **401k plan**. The next enrollment session is January 2022; you will receive a notification from the HR department as the dates near with more information.



DIVISION UPDATES



SALES & PRODUCTION

The **Frederick digitization operations** is buried in work (literally; there is not an inch of space to spare or peer over) and will have full report next quarter.

The digitization team at our offsite **Boyers, PA** multi-year project, however, has lifted their noses from the grindstone just long enough to poke a little fun at each with their "Donkey of the Week" awards. Nominated for something silly (as in the wearing of a notably dull shirt), the DOW is the weekly recognition of "an unnewsworthy event" and is all in good fun. Pictured below (from l-to-r) are **Deb Watkins**, **Kelsie Seybert**, **Ron Murdick** and **Tom Winslow**.



This quarter also celebrated the third year of this five-year project. In July of 2018, seven staff were hired for training on the for the new contract and by the end of September, the team had taken over the entire scanning room with 15 operators running 36 Melkel scanners. The team is confident that the entire project will reach completion before its 5th anniversary deadline with original members still in place. Current "originals" include **Larry DeMarchi**, **Deb Watkins** and **Ron Murdick**.

DIVISION UPDATES



SALES

- **Rich Jackson** has rejoined the hardware sales team in a limited capacity. His goal will be to help our staff find the next opportunity by proactively connecting with prospects, past customers and others while leveraging his many years of sales experience in the vertical markets we serve. We are always thankful for Rich and his willingness to assist Crowley; his knowledge and skillset is priceless. Prior to this effort, Rich was spearheading the sale of the MACHCAM 71 MP camera for machine vision.
- Production and sales of the **MACHCAM** have been discontinued to allow our manufacturing and R&D teams to concentrate on our core hardware offerings: production-level scanners and accompanying software for cultural heritage and business records digitization
- Crowley just sold the largest single microfiche scanner sale in its history, selling **(17) MACH7** scanners to one company. If the project continues to expand – as expected – there is more to come!
- Due to supply chain challenges affecting our Wicks and Wilson production-level **8800 roll film scanner** and **7700 microfiche scanner** series, the decision has made to cease production of these scanner lines. The good news is that we continue to have a successful and thriving line of production-level **Mekel Technology** roll film and microfiche scanners to pick up where the Wicks and Wilson systems have left off. As quick background:
 - Crowley offers the Mekel line as "direct sale" in North America, meaning that we choose not to have stateside resellers. Internationally, we have had a few select Mekel resellers, include Zeuschel which OEMs (rebrands) our Mekel scanner as their OM-series scanners.
 - The Wicks and Wilson line has been offered internationally via a full reseller channel. With the elimination of the 7700- and 8800-scanners, we have now introduced our Mekel line for resale internationally through our Wicks and Wilson resellers (who will also continue to offer the UScan+, ODS, C400 and 7380 scanners manufactured in our Basingstoke facility).

- Initial feedback shows that our international resale channel is excited by the enhanced sales opportunities the MekeL products bring to their regions. **Debbie Harris, Pat Crowley, Matt McCabe, Duncan Moule** and **Dave Turnbull** are all involved in helping Wicks resellers transition to MekeL by providing upcoming and ongoing technical and sales training.
- Within two (2) weeks of Crowley notifying our WWL resellers of this change in brand lines, we have already sold a MACH5 and a MACH7 with many more opportunities starting to fill the pipeline. We suspect a strong year for Crowley microfilm and microfiche scanners in 2022 and beyond.
- Pat and Matt continue meet with Joerg Vogler,

president of Zeuschel, at least once a month to discuss sales, forecasting, support, strategy, etc. For those that may not know, Crowley is the exclusive North American distributor of the full Zeuschel scanner line (a wide range of patron, back office and cultural heritage A3+, A2, A1 and A0 book and large format scanners). As Pat mentioned in his message, Joerg congratulated Crowley by announcing our best year ever for Zeuschel sales. Congratulations to the **sales, marketing** and **technical support** teams who all have a role in our success. The team won't be content and will look to exceed our results, year after year.

MANUFACTURING

SAN DIMAS, CA

In the words of Jeff Helm, head of our U.S. manufacturing division, "We're building units like crazy."

In production are MACH Mini and MACH 10 microfilm scanners, MACH 7 microfiche scanners and a pre-production batch of a soon-to-be-announced new "mini." Stay tuned!

BASINGSTOKE, UK

Look for a full report next quarter.



DIVISION UPDATES



SUPPORT SERVICES

Third quarter has been record-setting in all areas for the Support Services department. Business across the U.S. has clearly come back to life! Together the team has processed:

- 479 service requests
- 77 orders
- 56 installations
- 190 contract renewals
- Three weddings (As a technicality, only Brendan's took place in the third quarter but all three were within weeks of each other. Look for the other two in the next newsletter!)

Below are the 3Q installations and trainings (by State/Country):

- Christian Methodist Episcopal (AL)
- (2) Cal Poly Pomona (CA)
- San Diego History Center (CA)
- (2) Exela Technologies/SourceHOV (CA)
- Noble Sales Co. Inc. (CA)
- University of Prince Edward (Canada)
- The University of New Brunswick (Canada)
- Memorial University of Newfoundland (Canada)
- Milton Public Library (Canada)
- Nexus Controls LLC (CO)
- (2) DC Public Library (District of Columbia)
- Nexus Imaging Solutions (GA)
- (2) Connecting the Dots LLC (HI)
- National Tek Services, Inc. (IL)
- Marian University (IN)
- BTKO (KS)
- Loyola University (LA)
- Towson University (MD)
- PTFS Inc. (MD)
- Schattdecor Inc. (MO)
- Watauga County Historical Society (NC)
- Electronic Concepts Inc. (NJ)
- (2) Sandia National Laboratories (NM)
- Triad National Security LLC (NM)
- Hobart and William Smith College (NY)
- Document Imaging Brokers (NY)
- Bronx County Clerk (NY)
- Commonwealth of Pennsylvania (PA)
- Redwood Library (RI)
- (2) South Dakota State Government (SD)
- University of Houston (TX)
- Warrenton Training Center (VA)
- Sussex County Government (VA)
- University of Wisconsin (WI)
- Heartland Business Systems (WI)
- West Virginia Department of Administration (WV)
- (2) Quality Associates Inc. (for resale)
- Ricoh Americas Corporation (for resale)

HERE AND THERE

Wedding bells are ringing!

Congratulations to **Brendan** and Kathleen **Crowley** who tied the knot in a small family ceremony on September 18th.

Best wishes are also sent to **Neil Haylett's** son Ryan, who married his fiancé, Cathleen, on September 13th... and to the son of **Scott Pechacek**, James Pechacek, and his fiancé Stephanie Contreras on their recent engagement.



Congratulations also to **Dave Cowman**, who received his Associates degree in Accounting from Frederick Community College this past quarter.

Dave Stockman and his wife April represented The Crowley Company at a charity event sponsored by the Veteran Golfers Association. The event proceeds supported the Wounded Warriors Foundation and Dave noted that it was "an honor to represent Crowley and play golf with a veteran."

In his first season as an Expert in the Master class, **Jeff Helm** won the division's 2021 Sprint Enduro series on his trusty 1983 Yamaha Z250 motor. You can read more about Jeff's "new-old" bike on [page 5](#) of our 2021 First Quarter edition.

For those in the Frederick, Maryland area be sure to head downtown this winter season to enjoy the holiday lights, knowing that The Crowley Company is one of many local sponsors that help to transform Market and Patrick Streets into a winter wonderland.

Happy healing to **Duncan Moule** who has mending after a successful knee surgery.

We extend our sympathies to the **Westcott** family on the loss of **Dave's** granddaughter and **Mary's** niece, Kaitlyn Tau.



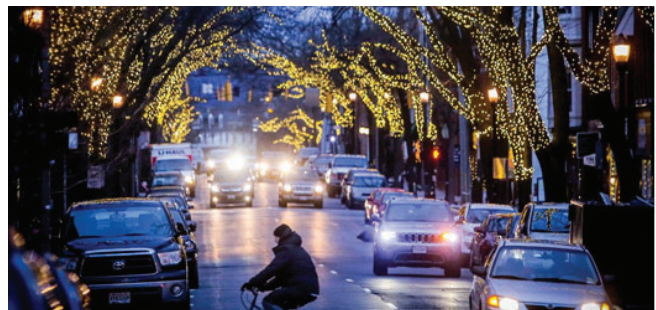
Brendan and Kathleen Crowley. Photo credit: Debbie Harris



Jeff describes the Master division as "for old farts over 60" but there's nothing about this picture that says old, easy or anything less than expert. Congrats, Jeff!



Dave Stockman and his wife April.



Downtown Frederick holiday lights.

