

BUILDING PROSPERITY

CLOSING THE DEAL:
WHAT GOLF CAN TEACH DEALERSHIPS
ABOUT MERGERS & ACQUISITIONS.

NATURE REWARDS
PATIENCE.
MARKETING CAN TOO.

THE FIVE THINGS THAT
WASTE PRODUCTION TIME.



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NATURE REWARDS PATIENCE. MARKETING CAN TOO.....4

Spring doesn't ask for permission; it just keeps showing up. One warm day, then a cold snap. Rain, clouds, setbacks and still, it pushes forward. Bud by bud. Leaf by leaf. Before you know it, what looked lifeless outside is full of color and momentum. Marketing works the same way.

NATURE REWARDS PATIENCE. MARKETING CAN TOO.

by Tim Votavko

Marketing works that way, too. Your content, campaigns, and outreach may not generate instant results, but that doesn't mean they aren't working. Awareness builds quietly before it shows up loudly. Consistency now creates visibility later.

SEBASTIANS DON'T STOP THE SEASON
Spring doesn't get discouraged by a late frost or a week of rain. It keeps moving forward anyway. Marketing will have its off days (or even off months). A campaign underperforms. Engagement dips. A message misses the mark. That's not failure. It's part of the process. The key is to keep going, adjust when needed, and stay committed to the long game.

CONSISTENCY CREATES MOMENTUM
Spring doesn't arrive all at once. It builds. A few warm days turn into a pattern. Buds turn into blooms. Momentum takes over. Marketing is no different. One post won't change your business. One email won't drive massive growth in market share. But consistent, strategic effort compounds over time. The more you show up, the more familiar you become and familiarity builds trust. In both spring and marketing, growth is inevitable for those who stay the course. So, if it feels like your efforts aren't paying off yet take a cue from the season: keep showing up. Keep planting. Keep moving forward. Because just like spring, marketing rewards persistence and eventually, it shows.

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For many independent business systems dealerships growth doesn't just happen. It's built. Sometimes organically. And sometimes through mergers and acquisitions. M&A and golf might seem worlds apart. But spend enough time in either, and the similarities become impossible to ignore.

M&A-VALUATION

GET THE RIGHT SUPPORT, SELL, BUY OR VALUE A BUSINESS

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THE GOLF DEAL: WHAT GOLF CAN TEACH DEALERSHIPS ABOUT MERGERS & ACQUISITIONS

by Jim Kohrs

For many independent business systems dealerships growth doesn't just happen. It's built. Sometimes organically. And sometimes through mergers and acquisitions. M&A and golf might seem worlds apart. But spend enough time in either, and the similarities become impossible to ignore. Both are games of strategy, patience, and execution where success isn't determined by one big swing, but by how well you manage every shot along the way and the M&A world doesn't have Mulligans.

Every round of golf starts with the drive, which is your opportunity to set the tone. For a business systems dealership, this is the moment you decide to pursue an acquisition. Perhaps it's a neighboring dealership with a strong base of great customers. Maybe it's a company that specializes in rolling systems or security and customer solutions that complement your current offerings. The opportunity can be exciting. Expanding territory. Cross-selling new solutions. Knowing service revenue.

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THE FIVE THINGS THAT WASTE PRODUCTION TIME.....9

Every operation talks about productivity, but few stop to identify what's quietly stealing it. The truth is, lost production time rarely comes from one big failure. It leaks away in small, overlooked moments that add up fast. See the five common culprits draining your output and what they might be costing you.

PRODUCTION TIME, WASTE OF

By L. Ron Hubbard

The five things that waste production time are:

1. Doing the first section wrongly and then having to redo it. This stems from noncompliance, alteration of orders, lack of professionalism, expertise, carelessness or neglect. This accounts for the majority of lost production time.
2. It is caused by good planning, accurate duplication of orders and not being a robot.
3. Mis-handling of material and locking the manual dexterity and teamwork necessary to operate equipment or to perform one's duties.
4. This is caused by study and drill, drill, drill on the use of equipment and tools.
5. Ignoring or not studying up on existing technology.
6. This is caused by educating oneself on the expertise, texts and materials for one's past or job.
7. Disorganization of one's own materials or the whole organization.
8. This is caused by getting one's own materials in order, keeping them in order and getting one's section or department in order and keeping it in order, meeting in a decent organization chart, seeing that everybody understands it and refusing to permit by pass and refusing to accept orders that do not belong to one's job.
9. The one in keeping one's business - his job and the technology of it. This is cured by knowing one's job well enough that one can know positively the results of his actions. One has to know what will happen if one does so-and-so and such-and-such and has to have some foresight into the future. That is no more mysterious than being able to predict what will happen if he drops a rock on his foot.

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NATURE REWARDS PATIENCE. MARKETING CAN TOO.

by Tim Votapka

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Marketing works the same way.

Too often, businesses treat marketing like a switch. Flip it on when things are slow, turn it off when things get busy. Yet real growth doesn't come from bursts of activity. It comes from persistence, from showing up again and again, even when the results aren't immediate.

Here are three ways marketing mirrors the steady rise of spring.

PROGRESS ISN'T ALWAYS VISIBLE AT FIRST

In early spring, it can look like nothing is happening. The ground is still cold. Trees are still bare. But beneath the surface, things are already in motion

Marketing works that way, too. Your content, campaigns, and outreach may not generate instant results, but that doesn't mean they aren't working. Awareness builds quietly before it shows up loudly. Consistency now creates visibility later.

SETBACKS DON'T STOP THE SEASON

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Both are games of strategy, patience, and execution where success isn't determined by one big swing, but by how well you manage every shot along the way and the M&A world doesn't have mulligans.

THE DRIVE: SETTING UP THE DEAL

Every round of golf starts with the drive, which is your opportunity to set the tone.

For a business systems dealership, this is the moment you decide to pursue an acquisition. Perhaps it's a neighboring dealership with a strong base of print customers. Maybe it's a company that specializes in mailing systems or security and surveillance solutions that complement your current offerings. The opportunity can be exciting. Expanding territory. Cross-selling new solutions. Increasing service revenue.

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CLOSING THE DEAL

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But just like a drive, power without direction is risky. A poor swing on the golf course can get you into the woods quickly.

Acquiring a dealership that doesn't align with your service model, technician capabilities, or customer expectations can also send you straight into the woods. Growth for the sake of growth rarely ends well.

The best dealers don't just swing big; they aim carefully.

THE APPROACH: DUE DILIGENCE IN THE DETAILS

After the drive comes the approach shot and that's when precision matters most. In M&A, this is due diligence. And for business systems dealerships, the details run deep. It's not just about revenue. It's about service contracts. Click charges. Equipment in the field. Technician skill levels. Response times. Customer satisfaction. Software integrations. Lease agreements. And much more.

A dealership might look strong on paper, but if its service department is stretched too thin or its customer base is used to a different level of support, you're setting yourself up for a difficult integration.

Much like golf, an errant approach can land you in the lake, the sand trap or worse. Overlook something small, and it can have outsized consequences later. Precision here is everything.

THE SHORT GAME: INTEGRATION IS WHERE DEALS ARE WON

Ask any seasoned golfer where rounds are truly won, and they'll point to the short game. In the dealership world, that's integration.

You've closed the deal. Now what? This is where acquisitions either deliver real value or quietly unravel. Can your service team handle the increased volume of printers and multifunction devices in the field? Are your systems ready to absorb new meter reads, billing structures, and supply fulfillment needs? Will your sales team successfully introduce mailing systems or surveillance solutions to newly acquired accounts or will those opportunities be missed? How will customers react to changes in service processes or personnel?

Integration isn't flashy. It's operational. It's cultural. It's about aligning how things get done. Just like in golf, this is where scores are made or lost.

COURSE MANAGEMENT: KNOWING WHICH DEALS TO TAKE

Not every shot in golf should be aggressive. Sometimes, the smartest play is to lay up. The same is true for M&A. For business systems dealers, it can be tempting to pursue every opportunity, especially in a consolidating industry. But not every dealership is the right fit. Some may lack the service infrastructure you require. Others may have customer bases that don't align with your core offerings whether that's managed print, mailing solutions, or identification and security systems.

Smart dealers practice restraint. They evaluate fit, not just financials. They look at long-term serviceability, not just short-term gains. Because a bad deal doesn't just miss the green, it can cost you strokes for years.

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CLOSING THE DEAL

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THE MENTAL GAME: MANAGING CHANGE WITHOUT LOSING FOCUS

Both golf and M&A test your ability to stay focused under pressure. Acquisitions bring change: new customers, new employees, new expectations. There are always surprises. Systems don't always align. Customers have concerns. Employees need reassurance. It's easy to get distracted or reactive. But the most successful dealerships stay steady. They communicate clearly with customers about service continuity. They support their teams through transitions. They stay committed to the long-term strategy that drove the acquisition in the first place. In golf, one bad hole doesn't define your round. In M&A, one challenge doesn't define your deal unless you let it.

THE SCORECARD: MEASURING WHAT MATTERS

In golf, the scorecard tells the truth. In M&A, the headlines don't. For a business systems dealership, success isn't determined by how many companies you acquire, it's measured by what those acquisitions produce.

- Did service revenue grow sustainably?
- Did customer retention remain strong or improve?
- Did cross-selling of printers, MFPs, mailing systems, or surveillance solutions increase?
- Did the acquisition strengthen your market position or strain your operations?
- Did you increase revenue and profitability?

The real scorecard comes months and years after the deal closes.

A FINAL THOUGHT

For business systems dealerships, mergers and acquisitions aren't about taking the biggest swing on the course. They're about playing a smarter game.

It's about aligning capabilities, strengthening service, and creating new opportunities across your full portfolio from print and multifunction devices to mailing and security solutions.

Because in both golf and M&A, success isn't scored on one great shot.

It's built on a series of well-executed decisions, each one moving you closer to where you want to land.

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BEST PRACTICES WEBINAR

CONFUSION TO CLARITY: MASTERING FINANCIAL STATEMENTS

PROSPERITY PLUS



Presented by Jim Kahrs
President, Founder - Prosperity Plus

LIVE WEBCAST - APRIL 23, 1 PM EASTERN

From Confusion to Clarity: Mastering Your Financial Statements is a fast, practical session designed for business systems dealership leaders who want to finally make sense of their numbers.

Learn how to read your P&L, balance sheet, and cash flow with confidence, spot issues early, and use key dealership metrics to make smarter decisions.

Stop guessing—start using your financials to drive growth.

**PRESENTED BY
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It is cured by good planning, accurate duplication of orders and not being a robot.

2. Mishandling of material and lacking the manual dexterity and teamwork necessary to operate equipment or to perform one's duties.

This is cured by study and drill, drill, drill on the use of equipment and tools.

3. Ignoring or not studying up on existing technology.

This is cured by educating oneself on the expertise, texts and materials for one's post or job.

4. Disorganization of one's own materials or the whole organization.

This is cured by getting one's own materials in order, keeping them in order and getting one's section or department in order and keeping it in order, insisting on a decent organization chart, seeing that everybody understands it and refusing to permit by pass and refusing to accept orders that do not belong to one's job.



5. Prediction lack of, this goes into logistics but primarily operates as not knowing one's area well enough to know what will happen if one does so-and-so and such-and-such.

The cure is knowing one's business - his job and the technology of it. This is cured by knowing one's job well enough that one can know positively the results of his actions. One has to know what will happen if one does so-and-so and such-and-such and has to have some foresight into the future. That is no more mysterious than being able to predict what will happen if he drops a rock on his foot.

BACK ISSUES

TAKE A LOOK AT OUR ENTIRE ARCHIVE OF BACK ISSUES TO SEE WHAT WE COVERED IN EACH ISSUE OF BUILDING PROSPERITY.

CONSIDER GETTING ONE PRODUCED FOR YOUR OWN BUSINESS WHILE YOU'RE AT IT. A PROFESSIONAL MANAGING EDITOR IS STANDING BY

BROWSE AWAY

