

# KRESA Boosts Staff Productivity and Enhances Customer Experience



**Industry:** K-12 Education

**Services Used:** Document Workflow Solutions

“Applied has been nothing short of amazing to work with. Their staff has always been courteous, professional, very intelligent... We try to use this system in a way that is innovative. And they’re available to help us on new workflows and utilizing new features in the system.”

**MIKE COATES, INFRASTRUCTURE MANAGER / MANAGER OF CLOUD SERVICES**  
KRESA

## Customer Challenge

Kalamazoo Regional Education Service Agency (KRESA) provides educational services and support to five counties in SW Michigan. At the time, KRESA was storing physical documents in a building off-site. Retrieving documents was tedious and took hours out of the day. The staff’s productivity was at an all-time low. And KRESA knew it was time to make a change. Their top priority was finding a solution to store and retrieve documents that didn’t involve file cabinets or trips to other off-site buildings.

## Applied Solutions

Applied Innovation’s Document Workflow Solution was the perfect option to minimize KRESA’s dependence on paper documents and simplify their business processes. Critical documents are now stored in a digital, central repository, so their team can find what they’re looking for – easily – and refocus on higher-value tasks.

And with Applied’s intelligent software, multiple users across departments and locations can access the same document electronically increasing efficiency and security.

## The Benefits

User friendly and intuitive software increases staff productivity

Saves time through reducing paper-heavy workflows, storage, and retrieval

Integrated with core business applications

Advanced analytics in a centralized digital repository

Streamlined manual processes enhancing the customer experience



At Applied Innovation, we have over 35 years of technology expertise, 500+ team members, world-class brand partners, and a passion you’ll rarely find in a business like ours. Plus, as an independent dealer, we have the autonomy to always do what’s right for you.

Whether your goal is adopting new technologies, making smarter use of the tools you already use, or maybe a mix of both, our people are always available. And always happy to help.