

# Michigan Non-Profit Achieves Operational Transformation Through Cost Streamlining



**Industry:** Non-Profit

**Services Used:** Managed Print Services

Print Management Services

Copiers + Printers

“The culture at Applied Innovation is tremendous. Everybody is welcoming across the organization, from the delivery folks to the top C-Suite. They understand your needs and your organization, and they make it their responsibility to know as much as they can about you. And it just makes you feel special.”

**KELLI DOBNER**  
Samaritas

## Customer Challenge

Samaritas, a Michigan-based non-profit organization, operates across 40 locations statewide. With a diverse array of services, Samaritas faced the daunting task of maintaining consistency in its operations while striving for cost-efficiency. They also recognized the need to optimize their print and document management processes to free up resources for their core mission of serving the community. Additionally, as a non-profit deeply rooted in its community, Samaritas sought a partner who not only understood their unique organizational needs but also shared their commitment to responsibility and community service.

## Applied Solutions

In their search for a reliable partner, Samaritas turned to Applied, a trusted leader in Managed Print Services (MPS). Working closely with Samaritas management, Applied began a comprehensive initiative to revamp the print infrastructure across all 40 locations by conducting a thorough assessment of existing print processes and equipment and identifying areas for optimization and cost savings. A phased rollout plan replaced outdated printers and multifunction products (MFPs) with devices equipped with the latest technology. Additionally, PaperCut™ software offered robust reporting functionalities and cost-tracking mechanisms.

## The Benefits

**Streamlined billing and reporting processes, resulting in greater transparency and cost control**

**Comprehensive service coverage and dedicated support**

**Tangible cost savings**

**Significant improvements in operational efficiency and productivity across all locations**

**Enhanced alignment with Samaritas' mission and values**



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.