

# From Print Problems to Peace of Mind: Memorial Healthcare's Story



**Industry:** Healthcare

**Services Used:** Copiers + Printers  
Shredding  
Managed Services

"They work with us as a partner to establish what needs to be done to keep the business up and rolling. Printers are the most painful thing on earth for IT departments to deal with. So when you can hand that off to another organization and have them actually do it well, it's a blessing. It was one of the best decisions we've ever made here. As for the shredding service, the feedback I got from our Director of Health Information Management is that's one of the best decisions she's ever made. Bottom line, I sleep better at night knowing that we can successfully print."

**JOHN DENNIS**

Manager of Information Services, Memorial Healthcare

## Customer Challenge

Memorial Healthcare is a 160 bed hospital with more than 25 clinics across eight counties. The system was growing quickly, but their document processes could not keep up. The Print Shop faced constant breakdowns, poor image quality, and rising costs. IT staff were often pulled from strategic projects just to fix routine printer issues at remote clinics.

At the same time, their shredding vendor delivered inconsistent results. In healthcare, where secure document destruction is essential, that posed a serious risk. With patient care and growth on the line, the Director of Information Services turned to Applied Innovation on the recommendation of another trusted hospital partner.

## Applied Solutions

Applied Innovation replaced outdated equipment and turned the Print Shop into a modern operation producing more than one million pages each month. Brochures, booklets, multi part forms, and vinyl once outsourced are now completed in house. Costs are lower and turnaround is faster, often just hours instead of days.

Applied also placed staff in the Print Shop to manage operations and keep machines running. They took over printer support across 25 locations and assumed responsibility for secure shredding. The result is stronger compliance, peace of mind, and IT teams free to focus on growth and patient care. Leadership calls both decisions among the best they have ever made.

## The Benefits

In-house Print Shop cuts outsourcing and costs

On-site staff complete jobs in hours, not days

Secure shredding ensures compliance and confidentiality

IT focuses on growth and patient care, not printers

One partner manages print and shredding across all locations



At Applied Innovation, we have nearly four decades 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.