



## Midwest Law Firm Streamlines and Optimizes Print Technology, Enhancing Document Security and Workflow Efficiency



**Industry:** Legal

**Services Used:** Copiers + Printers

“We have 30 pieces of equipment here, printers and copiers. It’s a little nerve wracking when they’re gonna come and replace everything in one or two days, and you’re concerned about product getting out the door and stuff, but everything has been very smooth. The benefit is just the fact that we have our equipment working. We’re able to get the job done and we know who to call if something breaks. So, yeah, we have confidence that they’ll take care of us. Then I don’t have everybody screaming at me because their copier is broken or printer is broken.”

**LORI SANDERS-DOUGHERTY**  
Anderson, Agostino, & Keller Law

### Customer Challenge

The 15-attorney law firm that handles business construction, real estate, and family law was not pleased with their previous copier/ printer provider due to poor service. With a combination of 30 printers and copiers, the partners and office administrator were not prepared to tolerate downtime. In an industry that depends a great deal on documents and the equipment that generates them, downtime affects client service and staff is not pleased when they can’t do their job. When Applied Innovation won the business, one of the partners requested business cards and personal cell phone numbers from all those that would be working on the firm’s account.

### Applied Solutions

After helping cut short their previous lease, Applied Innovation has replaced all the firm’s equipment twice without issue. Most of the printers and copiers are networked and automatically provide meter reads, making sure the firm receives toner timely and is never out. However, due to the age of the building, several desktop printers still require an Applied Innovation person to drop by and take quarterly meter reads. Additionally in the agreement, if a machine is down and waiting on a part, Applied Innovation will provide a new machine. The firm is currently building out the third floor of their building and another color copier will soon be installed there.

### The Benefits

- Equipment assists staff in completing client work
- Lack of machine downtime
- Secure copiers and printers
- Enhanced focus on core business initiatives
- Accountability if anything goes wrong



At Applied Innovation, we have nearly four decades of technology expertise, 550+ 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.



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