



Supply Chain Efficiency Boosted and Costs Lowered Through Applied Innovation’s Targeted Tech Implementation



Industry: Non-Profit
Services Used: Copiers + Printers

“There’s never a question about changing vendors. We’re sticking with them for the long haul. The information that I was asking for, I got more than I bargained for. It was really great. They really knew what they were doing. It seems like they hire the right people, and they keep the right people, and we’re happy about that.”

NIKKI BONOMO
Infrastructure Manager/Information Technology, The Kresge Foundation

Customer Challenge

The Kresge Foundation, a century-old philanthropic organization, supports education, health, arts, and community development. With 130 staff members, it depends on secure, efficient operations to fulfill its mission. To modernize and reduce environmental impact, Kresge aimed to cut its printing footprint without disrupting workflows or compromising security. Any new solution had to ensure seamless continuity, strict compliance with internal protocols, and high standards for reliability and data protection, leaving no room for error during the transition.

Applied Solutions

Applied began with a detailed assessment of Kresge’s print environment, then replaced six aging copiers with four strategically placed multifunction printers (MFPs), improving functionality and reducing the footprint. The well-managed transition, from planning to on-site training, ensured minimal disruption and fast employee adoption. Kresge’s Infrastructure Manager praised the speed and simplicity of the process. With consistent technicians, a knowledgeable Help Desk, and a team skilled in secure network needs, Applied Innovation delivered more than a print solution. They built a trusted, high-performance partnership.

The Benefits

- Maintained full productivity during seamless equipment transition
- Reduced device count while improving workflow efficiency
- Strengthened network security with zero disruptions
- Resolved support issues quickly via Help Desk
- Minimized downtime with consistent, expert service
- Enabled IT team to focus on strategic priorities



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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