



# Sterile Precision, Simplified: How Grand River Aseptic Manufacturing Gained Control and Speed with Applied Innovation



**Industry:** Manufacturing  
**Services Used:** Copiers + Printers  
Managed Print Services  
Document Workflow Solutions

“Customer service has been amazing. Applied Innovation has really become our one-stop-shop for all of our printing, scanning, and document archiving needs. It’s really convenient to have one vendor across all of our different sites that I can trust. Our goal of providing great customer service to our clients has improved tenfold. We can get a document out to them quick. I recommend Applied Innovation and DocuWare to anyone that I possibly can.”

**MIKE MAITNER**  
IT Director, Grand River Aseptic Manufacturing

## Customer Challenge

Grand River Aseptic Manufacturing is a leading sterile injectable drug manufacturer with five facilities supporting biologic, small molecule, and vaccine production. Operating in a highly regulated environment, the company depends on secure, reliable document workflows and print infrastructure to maintain compliance, efficiency, and exceptional customer service. The IT Director needed a technology partner who understood the demands of regulatory oversight and could provide responsive, straightforward support. Managing documents through a third-party storage provider was both costly and time-intensive, often requiring multiple systems to locate critical files. Above all, they wanted a trusted partner who would prioritize accountability, deliver practical solutions, and support their operations with the same level of precision they bring to their customers.

## Applied Solutions

Applied Innovation implemented a comprehensive print and document management environment to support Grand River Aseptic Manufacturing across all five facilities. This included deploying Ricoh multifunction printers to standardize printing and scanning operations, along with a DocuWare solution to digitize, store, and securely archive critical business documents used daily across departments. Applied Innovation also transitioned the company away from third-party document storage, bringing scanning and archival processes in-house for greater control and efficiency. Ongoing service support ensures maximum uptime across all equipment, while consistent recommendations and responsive service have created a streamlined, reliable technology ecosystem the IT Director can confidently depend on.

## The Benefits

- Immediate access to critical documents across all locations
- Faster response times that enhance overall customer service
- Lower operational costs by eliminating third-party storage
- Simplified document workflows that reduce IT workload
- A trusted partner aligned with regulatory and compliance standards



At Applied Innovation, we have nearly four decades of technology expertise, 600+ 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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