

GT Independence Accelerates Nationwide Operations with Automated High-Volume Printing and Reliable Support



Industry: Healthcare
Services Used: Copiers + Printers
Production Print

“The bottom line benefits are knowing that we’re going to have the customer service when we need the customer service and the staff satisfaction. To see staff not dread an upcoming process, but to actually be excited about it — or their enthusiasm when they describe to me how certain things work now — tells me that’s the best part of it. For our offices in Connecticut, Baltimore, Washington, D.C., and North Carolina, it’s been a very simple call to Applied Innovation. They get their local people involved to make sure we have the proper equipment as we open new offices. They understand our business very well. When I get the opportunity, whether it’s local school districts or other businesses, I’m quick to recommend Applied Innovation.”

JEREMY GUMP
Chief Administrative Officer, GT Independence

Customer Challenge

GT Independence is a national organization with more than 900 employees and multiple locations across the country, supporting people with disabilities and older adults who direct their own healthcare at home. Each year, the company faced a large, time-sensitive, year-end printing project that was slowed by outdated, unreliable equipment, frequent breakdowns, and staff frustration. The process took weeks to complete and was widely dreaded, creating the need for a faster, more dependable printing solution and a responsive partner that could support both daily operations and nationwide growth.

Applied Solutions

Applied Innovation implemented a fully automated, high-speed printing and finishing solution to support GT Independence’s demanding year-end workload. The solution reduced production time from several weeks to just a few days while, delivering reliable performance and responsive daily support. As GT Independence expands into new markets, Applied continues to provide seamless equipment installation and service with a single call.

The Benefits

Maintained regulatory compliance and protected sensitive information

Ensured smooth operations with reliable, disruption-free workflows

Reduced production timelines from weeks to just days

Improved staff morale by eliminating frustration and manual effort

Provided fast, responsive service and clear, consistent communication

Enabled scalable growth with one trusted partner across locations



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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