APPLIED INNOVATION

Insurance Agency Improves Customer Experience and Frees Up In-House IT Staff

ALERAGROUP

Industry: Insurance
Services Used: Managed Print Services
Document Workflow Solutions
Printers & Copiers

"It saves our IT team a massive amount of time. Without quadrupling our IT staff, we couldn't provide the service we get from Applied Innovation because our locations are all over the state. Knowing Applied Innovation [can] take care of things in a proactive way that we simply couldn't replicate is a big bonus for us."

ZACHARY GLEASON
Alera Group

Customer Challenge

Alera Group needed a business partner to understand their processes and provide scalable and secure print solutions for a better return on investment. Because Alera Group prides itself on providing clients with exemplary service, improving productivity was critical. Also important: selecting one source that could provide reliable, world-class products and service and support all 37 Alera offices.

Applied Solutions

Applied Innovation streamlined and simplified Alera's entire printing and document management process using three key Applied services: new multifunction printers (MFP), Managed Print Services, and Document Workflow Solutions. With new, more efficient printers and ongoing service and maintenance support across their 37 locations, costs decreased while employee productivity went up. New document management processes enabled Alera to reduce paper consumption and deliver faster, better quality customer service.

The Benefits

IT team freed to focus on more strategic corporate initiatives

Fewer printers

Greater employee productivity

Simplified billing: one low cost per-print

Lowered consumable costs

Greater sustainability: reduced dependency on paper

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.

Connect with us.

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