



Document Solutions to Fit Every Business

West Michigan Building Supplies Company Saves Time and Money with Applied Imaging's Products & Services

Customer

Eikenhout Building Supplies

Who is Eikenhout Building Supplies?

Eikenhout Building Supplies was founded in 1894 as a roofing supply company and its headquarters still sits on the same Grand Rapids Wealthy Street property. Over the years, Eikenhout has grown from being a small roofing supplier in Grand Rapids to a distributor of multiple building products and nine Michigan locations.

Industry

Construction

Key Challenges in the Eikenhout Environment

Before Applied Imaging entered the picture, Eikenhout was performing all maintenance on its office equipment by staff members. As the machines got older, management decided to purchase new equipment and remove the burden from their employees by outsourcing the servicing function. Criteria for selecting a firm included contracting with a local company that shared Eikenhout's values and culture of community support. They also needed a company that could support all nine Michigan locations.

Services Used

Copiers & Printers

How Applied Imaging Helped

Applied Imaging was able to satisfy all of Eikenhout's criteria and more. Their offices matched up perfectly with Eikenhout's locations and Applied Imaging's philosophy of supporting the communities they serve also was a major factor. Applied Imaging's IT and network process was also critical to the selection process. Applied Imaging brought in all new multifunction products and printers and became accountable for all preventive maintenance, making sure every piece of equipment was properly supplied with toner and responding quickly to any emergency service required.

"I get a certain amount of pride when I go down the road and I see an Applied Imaging truck and I know it's local. I know they support the charities and the communities the way that we support it. Plus, with Applied Imaging, I'm freeing up my IT guys and freeing up my controller. I get information from my IT department and my controller faster and at the end of the day, that's my big benefit."

- Greg Schierbeek President Eikenhout Building Supplies

The Benefits

- *Freed up staff to focus on their core competencies*
- *Removed the burden of performing maintenance and fixing paper jams from IT department*
- *Management receives financials and other relevant information faster*
- *Able to streamline vendors by having one company handle all nine Michigan locations*
- *Satisfied the criteria of doing business with a company that is local and shares similar values*

About Applied Imaging

For over 30 years, Applied Imaging has helped businesses across the Midwest be more efficient. Our products and services help you to better communicate and manage the flow of information. From document creation to destruction - and everything in between; Applied Imaging has your back. As a locally owned and operated business, headquartered in Grand Rapids, Michigan, we have the experience and resources to exceed your expectations in every aspect of your business.

- 12 locations in Michigan and Northern Ohio, serving nationwide
- LIVE Customer Loyalty Center to take your calls
- Over 14,000 clients and a 98.8% Client Satisfaction Rating
- Over 44,000 copiers and printers on contract and over 3500 endpoints managed



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(800) 521-0983