



Document
Solutions to Fit
Every Business

Higher Education Institution Saves 20% on Supplies and Increased Uptime on MFPs with Applied Imaging and PrintSmart

Who is Oakland Community College?

Since opening its doors in 1965 with 3,865 students, Oakland Community College (OCC) has grown to become Michigan's largest community college and one of the largest in the United States. OCC now has five campuses in the Detroit Metro area and serves almost 100,000 students. The school's Mission states, OCC is a student-centered institution that provides high quality learning opportunities and services for individuals, communities and organizations in an accessible and affordable basis.

Key Challenges in the Oakland Community College Environment

OCC was nearing the end of their contract with a national organization and according to OCC's Executive Director of Technology, their corporate structure and bureaucracy was costing the school days and weeks of downtime. With 127 multifunction copiers (mfp's) and over 400 printers from multiple manufacturers, the college felt like it had lost control of the actual cost of supplies and maintenance. Excess toner for printers that had already been replaced were piling up on store room shelves and the school's highly trained Information Technology (I.T.) staff was spending an inordinate amount of time fixing jams and other printer related issues.

How Applied Imaging Helped

After winning OCC's mfp and printer contract, Applied Imaging immediately implemented their managed print services program; PrintSmart. Under this innovative arrangement in which the school would only pay one low cost per print, all accountability for the mfp's and printers was shifted from OCC's I.T. staff and multiple individuals within each department to Applied Imaging. This included all maintenance and supplies for the 500-plus machines, even ones that weren't originally placed by Applied Imaging. Print jobs over 50 pages were automatically redirected from inefficient desktop printers to larger, more efficient mfp's. Applied Imaging also implemented a program where students and faculty could send their job to a virtual print queue, then walk up to any printer or mfp on any OCC campus, swipe their card and retrieve the print job.

The Benefits

- *Calculated immediate savings of 20% on supplies*
- *IT Staff focused attention on driving business forward*
- *Burden of managing and maintaining supplies for multiple manufacturers was removed*
- *Increased uptime dramatically*

About Applied Imaging and

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

FAST | FRIENDLY | AMAZING

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Community
College

Industry

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