



Document Solutions to Fit Every Business

## KRESA increases staff productivity by implementing a Document Management Solution from Applied Imaging

Customer

**KRESA**

Industry

**K-12 Education**

Services Used

**ECM**

### Who is Kalamazoo Regional Education Service Agency (KRESA?)

KRESA provides a continuum of educational services and support to students, families, school districts and communities within 5 counties in Southwest Michigan. One of those functions includes providing end-to-end support such as application hosting and their server, network, and cloud infrastructure.

### Key Challenges in the KRESA Environment

Documents were kept in a hard copy format in a totally separate building. This made retrieval cumbersome and tedious, not to mention the wasted time that was taking staff away from productive work. KRESA had been looking for an innovative way to efficiently store and retrieve documents that didn't require multiple file cabinets and trips to other buildings.

### How Applied Imaging Helped

Applied Imaging offered a document management solution through Hyland's OnBase system. Using OnBase to store documents allowed KRESA's business office and HR department to process large volumes of documents efficiently, securely, and digitally instead of the more time consuming paper workflows, document storage, and retrieval. Instead sifting through file folders, cabinets, and storage buildings, KRESA's staff can very quickly and easily retrieve data. This allows them to provide answers inquiring about a particular invoice and means significant improvement in the speed of customer service.

### The Benefits

- *User friendly and intuitive system*
- *Increased support to vendors and staff*
- *Enhances KRESA's reputation as an innovative provider*
- *Saves time by reducing paper intensive workflows, storage, and retrieval methods*
- *Increases productivity which results in an enhanced customer experience*

### About Applied Imaging

For over 30 years, Applied Imaging has helped businesses across the Nation with efficiency. 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. Partnering with award winning software companies, like Hyland and DocuWare, Applied Imaging and the ECM team are equipped with the tenure and expertise to streamline your document workflow and ensure maximum efficiency.

*"Applied Imaging has been nothing short of amazing to work with. Their staff has always been courteous, professional, very intelligent. They solve our problems, whether it's assisting with minor troubleshooting steps, or working on large projects. They've been a great partner to work with. We try to use this system in a way that is innovative. And they're available to help us on new workflows and utilizing new features in the system."*

*- Mike Coates, Infrastructure Manager/Manager of Cloud Services  
KRESA*



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