



Document Solutions to Fit Every Business

Large Michigan-Based Non-Profit Recognizes Streamlined Costs, Allowing them to Re-Invest in Community

Customer

Samaritas

Who is Samaritas?

Samaritas, founded in 1934, is one of Michigan's largest faith-based, non-profit health and human services agencies and serves nearly 14,000 people statewide. Samaritas helps with foster care, adoption programs, resettlement services for refugees, transitional homes for the homeless, and senior independent living options. They also offer affordable living residential communities for seniors, families and people with disabilities. Their dedication to doing the right thing for the right reasons, every day, is inspiring to the community.

Industry

Non-Profit

Key Challenges in the Samaritas Environment

With over 2,000 employees in 40 Michigan locations, Samaritas was looking for consistency with their product and services offerings but also wanted to work with a company who understood the non-profit community. Along with that, Samaritas had goals to streamline costs and pour those savings back into their programs that serve the community in Michigan.

Services Used

PrintSmart

How Applied Imaging Helped

A member of the Samaritas' Board of Directors had a relationship with Applied Imaging and was not only thrilled with their service, but had heard more wonderful things about their community involvement. After being introduced to Applied Imaging's leadership team, including its President, John Lowery, Samaritas chose Applied Imaging and their innovative managed print services offering: PrintSmart. Along with a scheduled roll-out to replace existing printers and multifunction products (MFPs), Applied Imaging implemented Papercut, a software reporting solution complementing PrintSmart.

"The culture at Applied Imaging is tremendous. Everybody is welcoming across the organization; from the delivery folks to the top C-Suite. They understand your needs and your organization and they make it their responsibility to know as much as they can about you. And it just makes you feel special."

- Kelli Dobner, Chief Advancement Officer Samaritas

The Benefits

- *A partner with a culture that understands Samaritas' goals on both the business and community engagement side*
- *A partner that helps move the Samaritas mission forward*
- *More efficiency and more productivity in every way from equipment to software*
- *Ability to service all 40 locations in Michigan*
- *Simplified billing and reporting*



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



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