



Document Solutions to Fit Every Business

Premier Real Estate Group Saves Average 20% in Printing Costs and Hundreds of Hours Annually in HelpDesk and Admin Support Time with Papercut from Applied Imaging

Who is Berkshire Hathaway HomeServices?

Berkshire Hathaway HomeServices Michigan Real Estate, Northern Indiana Real Estate, and Tomie Raines Realtors offers a full suite of premier real estate services. Exhibiting exponential growth since 2014, Berkshire Hathaway HomeServices, Michigan and Northern Indiana Real Estate are comprised of 50 offices in 2 states and over 900 trained agents. The unique value their brand brings is so much more than just real estate. They help their clients with home value assessments, relocation, and property management as well. Their commitment to integrity, value, and love for their community and neighbors is what sets them apart from the rest.

Key Challenges in the Berkshire Hathaway HomeServices Environment?

A majority of Berkshire Hathaway HomeServices 1200+ users are mobile and use their own devices. With multiple locations, managing printing and onboarding of new agents became extremely time consuming for their HelpDesk. They couldn't fully centralize their print server so printing over the WAN for larger print jobs took 10-20 minutes. In addition, without accurate reporting, they couldn't detect which agents were printing which projects. Agents are constantly on the move in and out of the office so they require fast printing and increased client security.

How Applied Imaging Helped

Applied Imaging and ACDI looked into multiple solutions in the print management space and found Papercut was the perfect match. The solution was deployed to each office. The users were able to print to all 50 locations from any device and the help desk was able to remove printer installs from their onboarding process - saving about 8 hours per week. Berkshire Hathaway HomeServices was able to reduce print cost and have visibility and the opportunity to bill back cost.

The Benefits

- *No personal information sitting on printer which increased client security*
- *Cost reduction in print cost and hours spent administering and managing*
- *Better reporting with visibility to specific usage and cost for potential bill back*
- *Reduced Help Desk time spent on-boarding new agents*
- *Allowed printing from all devices and locations which improved end user experience*

About AppliedImaging

For over 30 years, Applied Imaging has helped businesses across the country 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.

Customer

Berkshire Hathaway HomeServices

Industry

Real Estate

Services Used

Connectivity Solutions

"Applied has been a wonderful partner as they aren't limited to one solution but able to match us up with a solution that would work for us as well as providing in depth knowledge and expertise on each and all product offerings. Papercut was just a perfect match for how we function."

- Jon Hartman
Director of Enterprise Infrastructure



BERKSHIRE HATHAWAY
HomeServices

Michigan Real Estate
Northern Indiana Real Estate
Tomie Raines REALTORS®
Executive Realty



www.appliedimaging.com
(800) 521-0983

FAST | FRIENDLY | AMAZING