

CASE STUDY

Seamless Copier Upgrade & Vendor Consolidation with GoodSuite

OBJECTIVES

The client sought to streamline their technology infrastructure by upgrading their printing equipment and consolidating vendors to improve operational efficiency and reduce costs.

CHALLENGES

- **Vendor Management Complexity:** Managing multiple technology vendors created unnecessary complexity and inefficiencies.
- **Outdated Copier Machines:** The client needed to upgrade outdated copier machines to improve productivity.
- **Time-Sensitive Operations:** A time-sensitive operation requiring minimal disruption during the equipment swap.

SOLUTIONS

GoodSuite simplified vendor management, upgraded copiers with minimal disruption, and improved productivity.

- GoodSuite provided an all-in-one IT and copier solution, consolidating technology services under one vendor.
- A seamless upgrade to newer copier models was completed in under 30 minutes, minimizing downtime.
- By working closely with the client, GoodSuite delivered significant cost savings and superior service compared to competitors.

BENEFITS

Simplified Vendor Management

Consolidation of IT services and copiers under one provider improved operational efficiency.

Quick & Efficient Upgrade

Copier replacement was completed in record time, with minimal disruption to business operations.

Cost Savings

The client realized substantial cost reductions without sacrificing service quality.

Improved Service Satisfaction

Exceptional customer service and expertise enhanced the client's overall satisfaction with GoodSuite.

AT A GLANCE

Challenges

- Multiple vendors caused inefficiencies
- Needed to upgrade old copier machines
- Minimizing disruption during replacement

Benefits

- Simplified vendor landscape
- Fast copier installation process
- Significant cost savings
- High service satisfaction



"Our company has been doing business with GoodSuite for more than four years. When it came time to renew our contract, we decided to explore other options. We compared service and prices with other competitors, but none came close to the service and price savings that GoodSuite offered. I worked with Stuart Fratkin, VP of Service who is very knowledgeable in every aspect of copiers and customer service, and I can't express how satisfied our company is. GoodSuite came at the time scheduled, and swapped our old machines with the newer models - it took 30 minutes, or less - VERY IMPRESSED!"

Araceli A.

Accounts Payable Manager