

CASE STUDY

Streamlined Solution for High-Volume Monochrome Printing with GoodSuite

OBJECTIVES

A prominent university department needed a reliable copier that seamlessly supported its specialized applications for printing student exams and essays—previously fulfilled by a now-unavailable device.

CHALLENGES

- **Limited Service:** The department was under contract with a large direct vendor but received little to no support.
- **Specific Need:** They needed a specific copier model compatible with their exam printing software.
- **Vendor Limitation:** The current vendor refused to provide the unit due to low revenue potential.
- **Procurement Autonomy:** Autonomy in purchasing existed, but careful navigation of university protocols was required.

SOLUTIONS

- **Sourced the Exact Required Unit:** Located and acquired the specific model the department had used previously, which was essential for their workflow.
- **Tested for Compatibility and Performance:** Ran internal testing in GoodSuite's service warehouse to ensure functionality with the department's specific exam-printing applications.
- **Delivered with Minimal Disruption:** Coordinated a smooth delivery and setup tailored to the department's schedule and immediate needs.

BENEFITS

Tailored Compatibility

Delivered a device that perfectly matched the department's specialized academic printing requirements.

Seamless Implementation

Coordinated quick setup and testing for minimal disruption and immediate usability.

Trusted Partnership

Built long-term trust through responsive support and a no-pressure, solution-first approach.

AT A GLANCE

Challenges

- Lack of vendor support
- Incompatible equipment
- Short-term, low-revenue request

Benefits

- Specialized, reliable solution
- Quick turnaround
- Trusted service partner



"I was in desperate need of a copier for a specific purpose within a short time frame and had no luck finding help—until I connected with Stuart at GoodSuite. He took the time to understand my unique needs, offered practical options, and delivered exactly what we required. This wasn't a big sale, but the care and professionalism were unmatched. I've worked in office technology for 30 years and have never had a better experience. I HIGHLY RECOMMEND this company!"

Phillip B.
Assistant Dean