



CASE STUDY

Count on us:

MOS COMMITMENT TO PARTNERSHIP

UNITED WAY FOR SOUTHEASTERN MICHIGAN

Through the MOS^o 360 Assessment, United Way reduced costs and improved employee productivity.

The Customer

United Way for Southeastern Michigan has a near 100 year history of building relationships throughout Greater Detroit. The goal of the organization is to improve the lives of individuals and families in four key areas around early education, childhood nutrition, college and career pathways, and basic needs.

LIVE UNITED



United Way
for Southeastern Michigan

The Challenge

United Way housed a fleet of outdated and unreliable printers. When the vendor was called to address and resolve related issues, the response time was often slow. In addition, the nonprofits' IT helpdesk was frequently called upon to assist with printer concerns, thus pulling them away from their core responsibilities.

United Way also resorted to outsourcing its print jobs, which in turn resulted in costly printing bills, staff frustration and overall diminished productivity. United Way was in need of a partner who could provide an innovative solution to better address the organization's printing, copying, scanning and faxing needs.

The Solution

Through the MOS 360^o Assessment, MOS and United Way co-authored a complete solution to improve and standardize its fleet of printers and implement software to better manage print/copy usage. MOS proposed a print/copy tracking solution that offered accurate budget planning and bill-back expenses. In addition, MOS installed light production Xerox equipment which offered robust printing solutions that also included Xerox color technology for producing high-quality on-demand marketing collateral.

WHAT
THEY'RE
SAYING:

"As we began the search for a print solutions partner, we focused on three key elements; commitment to customer service, quality and competitive pricing. MOS-Xerox has delivered on all three elements and distinguished themselves as true partners. "

-Bridgett Feagin

Chief Financial Officer

United Way for Southeastern Michigan

The Results

By working with MOS, United Way's IT staff can now focus on providing technical assistance to staff. The organization no longer outsources simple print jobs, and this has resulted in a reduction in overall printing costs. A large number of staff also participated in the training offered, and they are now better able to manage minor print related concerns should they arise. Additionally, MOS regularly monitors United Way's daily print volume and fluctuations, which helps the organization manage its' budget. MOS offered the right solution and support, and now United Way is better able to focus more on its mission of improving the lives of individuals and families throughout Southeast Michigan.

