

BUFFALO 316 Seneca Street Buffalo, NY 14204 Phone: 716.854.4122 Fax: 716.847.2064



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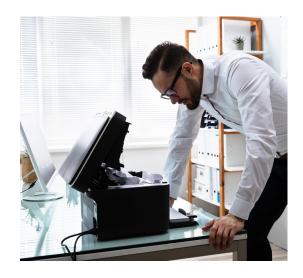
ROCHESTER 2 Townline Circle Rochester, NY 14623 Phone: 585.321.9303

rnone: 585.321.930 Fax: 585.321.6563

The Challenge

Constant Failures

Thomas Kagoro, Director of Operations at
The Salvation Army in Rochester, said the company's
aging equipment was constantly failing and always
required service. If one multifunction printer went down,
employees weren't able to print, fax, or copy.
The organization lost an immense amount of time
waiting for these machines to be serviced and repaired.



The Solution

An All-In-One Machine

Because the printers and copiers went down so often, the Salvation Army team reached out to UBS to help ease the stress. Our team stepped in and serviced the machines we did not currently supply, and our specialists recommended an E-copy solution with the new Canon copiers for a seamless integration into their organization. This entire software and hardware solution helped alleviate IT burdens and downtime, and has given the staff the ability to utilize any device in the office to scan their documents. No matter what site or copier they choose to use, the enhanced scan functionality includes OCR, Excel, and Word options.



MFP Key Features:

- Print both color and black-andwhite pages in seconds.
- Scan documents for quick, easy storage on your office's network.
- Fax and email documents right after you've captured them.

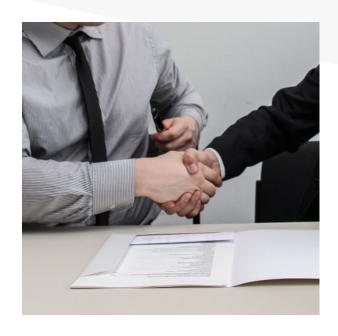
"The UBS sales team has been great. They're available, respond quickly, and remote in to walk us through any IT issues."

- Thomas Kagoro, Director of Operations

The Results

A Functioning System

Since working with UBS, the Salvation Army team rarely saw a technician in the office, which means the number of service calls had decreased significantly. Kagoro said the quality of Canon devices has been fantastic and people love being able to scan from network-to-network folders. Overall, their production flow inside the office improved dramatically after turning to UBS to supply and service their organization's entire fleet of Canon MFPs.



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