

The background image shows two young boys in red jackets, one with 'FAIRFIELD BASKETBALL' and 'adidas' logos, packing boxes. The boxes are white with 'THE SALVATION ARMY' logos. The text is overlaid on this image.

UBS Replaces Failing Machines with Efficient Multifunction Printers

The Salvation Army is a non-profit charity organization that assists 25 million people in need around the country. They provide rehabilitation services, emergency family assistance, and dozens of other programs to help underprivileged groups. With such a large number of people depending on their services, they needed the right printing devices to help the organization run efficiently.

BUFFALO

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



Solutions • Technology • Trust

800.293.4122 | ubswny.com

ROCHESTER

2 Townline Circle
Rochester, NY 14623
Phone: 585.321.9303
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-and-white 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.



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

**UNITED
BUSINESS
SYSTEMS**
Solutions • Technology • Trust
800.293.4122 | ubswny.com

ROCHESTER
2 Townline Circle
Rochester, NY 14623
Phone: 585.321.9303
Fax: 585.321.6563