

Managed Print Case Study



LifeLong
Medical
Care

a californiah⁺health center



About LifeLong Medical Care:

LifeLong Medical Care provides high-quality health, dental, and social services to underserved people of all ages; creates models of care for the elderly, people with disabilities, and families; and advocates for continuous improvements in the health of our communities.

Industry: Hospitals and Healthcare

Headquarters: Berkeley, California

Company Size: 1300+ Employees

Client: Noah Salomon
Director of Technology Operations

The Challenge

With dozens of locations, LifeLong Medical Care faced a lack of printer consolidation and standardization, leading to multiple auto-renewing contracts that were hard to track and navigate. This resulted in a financial and technical burden on Noah and his IT team, who are not properly trained to maintain printer fleets. With over five different print vendors, Noah struggled to understand the ins and outs of print contracts, which led him to reach out to The Swenson Group, who were already managing one location's fleet of printers.

The Solution

After speaking to multiple other Managed Print Services providers, and receiving a comprehensive print assessment, Noah decided that The Swenson Group was the best option due to the projected cost savings, communication, account management, and professional service.

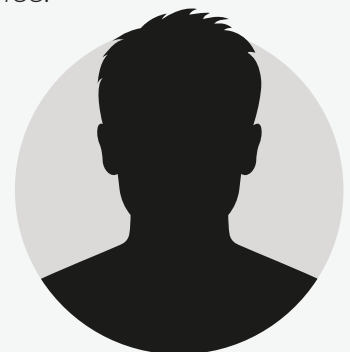
When the time came to implement LifeLong Medical Care's new print strategy, we took all of the workload off of Noah and his team. We worked to rightsize office technology, properly track contracts, cancel leases that were no longer needed, and roll out new devices with little to no downtime.

Business Impact

With technical support, supply auto-replenishment, and removing underutilized devices, LifeLong Medical Care experiences a 10-20% cost savings every year compared to their previous print strategy. Additionally, Noah and his IT team experience less stress thanks to our white glove service and ticketing system that helps resolve issues quickly and efficiently.



I am heard, that's the thing I really like. If something isn't going as planned, which is rare, I can reach out to our Account Representative and it gets handled really quickly. Their response is incredible, really excellent customer service.



- Noah Salomon
Director of Technology Operations

The Swenson Group provides value-driven technology products and IT support services with personalized service.



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