

Case Study

Copiers Northwest helps Qualitel become more efficient by eliminating paper and removing in-house service burden.

BENEFITS:

- Better customer service due to a document management solution
- Eliminated storage space for toner and paper
- Allows employees to focus on core competency
- Scalable Laserfiche® solution provides flexibility for adding and updating capabilities
- Multiple manufacturer platform allows for the best possible solution

WHO IS QUALITEL?

Qualitel was founded in 1995 with a single focus: build high-reliability, mission-critical printed circuit board assemblies. Located in Everett, Washington, their state-of-the-art facility includes three buildings and is a vast leap from their humble beginnings in a garage in Redmond. Through steady investments in the newest technology, expert talent, and lean initiatives, Qualitel has become a premier electronics manufacturing service for large run assemblies and prototypes and trusted partners to multiple industries including aerospace, military and medical.

KEY CHALLENGES:

- Growing company that needed to get a grasp on overall workflow
- Were servicing copiers and printers with in-house staff
- Multiple printer brands required different toner and storage space
- Documents were misfiled or lost, so Qualitel was looking for a more efficient and paperless method
- Wanted to eliminate outsourcing large format projects



THE COPIERS NORTHWEST SOLUTION:

- Installed 13 A3 and A4 Canon MFPs, and HP color printer, 4 smaller HP printers and a Canon Large Format Printer
- Addressed filing and paperless solution with a LaserFiche® scalable forms package
- Used managed print services solution, PrintSmart, for automated meter counts, toner replenishment and consolidated billing
- Took over all servicing of MFPs and printers

“Copiers Northwest makes us more efficient and provides peace of mind which allows us to focus on our own business. I benefit because I know the total cost of ownership. I just write them a check each month and I’m completely happy and confident in the solution Copiers Northwest provides.”

Tuanhai Hoang, President, Qualitel