

Customer Success Story

Multifunction/ Document Management/ Locknet®



“I value the relationship Families First has built with the EO Johnson team. By dealing with one team for our copiers, digital documents and Managed IT, we save time and resources while not compromising on quality.”

— Ron Luck, Director of Finance, Technology and Operations at Families First of Minnesota

CUSTOMER:

Families First of Minnesota

Rochester, MN

BUSINESS PROFILE:

Families First of Minnesota is a nonprofit organization offering a variety of services focusing on ensuring positive beginnings for all young children and their families. “We deliver quality programming and resources to enable families to succeed. Our focus is the healthy development of children and their families through education, quality in child care programs and support in times of crisis.” Founded in 1972, Families First currently has four locations with 140 employees in southeastern Minnesota.

The Challenge

The juggling act of managing multiple vendors was not ideal for Families First – copiers, document management and IT services were all located with different vendors. Due to the variety of different contacts, precious resources were spent on managing these relationships.

Logistical components – like contacting vendor representatives, working with support and updating software, took up internal resources’ time. With an IT department of only a few people, time management is everything.

“Our IT Specialist spent a great deal of time managing software updates by individual computer, taking up time that could be spent on other projects,” said Ron Luck, Director of Finance, Technology and Operations at Families First in Rochester.



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Customer Success Story: Families First of Minnesota Multifunction/ Document Management/ Locknet®

The Solution

After working with a local EO Johnson representative, Families First began to expand its involvement with different EO Johnson services. What began as a partnership with multifunction copiers expanded into Managed IT and document management relationships. "Working with EO Johnson in other areas of business solutions made sense for our organization."

Locknet® Managed IT Services provided Families First with the trusted partner they needed in the IT space. Before EO Johnson, the organization had a virtual server, but they had to manage updates manually. While the technology was up-to-date, the

IT team had limited support and knowledgebase to manage that technology. Now, EO Johnson hosts the server and offers state-of-the-art customer service.

Document Management offerings addressed the paper intensive processes the organization's HR department underwent throughout the hiring process. "Through automating the onboarding process, applicants and employees are able to fill out documents online and even sign them digitally. That saves us time and makes us a better steward of our resources," Luck said.

The Results

Families First and EO Johnson were able to establish a strong long-term relationship with each other. "One of the nice things about working with EO Johnson is the customized solutions they are able to provide us. They listen to our needs and adjust their solutions to best fit our organization."

The support EO Johnson is able to offer the organization is what Luck values most about working with the company. "If there are any concerns, I know that I can call EO Johnson support and someone will be able to help address any issues we are experiencing," said Luck.



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Customer Success Story

Multifunction / Locknet® Managed IT Services



“With EO Johnson I have one partner for my document and IT services needs. That saves me time. I’ve been doing non-profit management for 35 years, and I can say without hesitation that Locknet® IT Managed Services is the best IT solution I’ve found.”

– Eileen Wallace, Executive Director – PossAbilities

CUSTOMER:

PossAbilities

Rochester, MN

BUSINESS PROFILE:

A private non-profit organization, PossAbilities’ purpose is to create opportunities for children and adults with disabilities to contribute to and connect with the community. They serve approximately 600 individuals with disabilities and their families from a 10-county area in southeastern Minnesota. PossAbilities was founded in 1961.

The Challenge

Two of PossAbilities’ core roles are document heavy functions and require security measures to ensure confidential information is protected. These vital roles are:

- To deliver employment and life enrichment services
- To provide fiscal support services for individuals or families who are self-directing the care of their family member with a disability

PossAbilities does this work in volume, acting as the fiscal support entity for 350 individuals and families and issuing hundreds of W2 statements (684 in 2014). Additionally, they do their own printing for the various programming they offer. “If the printers don’t work, I hear about it,” said Eileen Wallace, Executive Director – PossAbilities.

Adequate IT expertise and security measures were an issue that Wallace knew she needed to address when she joined PossAbilities in 2013. They didn’t have an IT employee, and, in Wallace’s words, “we were under-technologized” in this area.



Customer Success Story: PossAbilities Multifunction / Locknet® Managed IT Services

The Solution

For both PossAbilities' document printing and IT functions, EO Johnson did an assessment of their needs. For document printing, EO Johnson reviewed each of Possibilities' five sites and matched printers/copiers to the needs and workflows within each site. The goal was to get the right machines in the right locations to improve efficiencies and costs.

On the IT side, Locknet® Managed IT Services conducted an analysis of PossAbilities' current

server and identified fatal issues. "They clearly laid it all out for me, and told me that regardless of whether I went with them or not, certain issues needed immediate attention," Wallace said. "That told me they cared about my organization more than just getting my business." PossAbilities became a Locknet® Keysuite™ client meaning they receive fully managed IT services. "Locknet® is my IT department, and I wouldn't have it any other way," Wallace said.

The Results

"I can't say enough good things about EO Johnson for both what Locknet® provides me as well as the service I receive on our printer fleet," Wallace said. "Every person is responsive and very easy to work with."

Specifically regarding the IT services, Wallace credits Locknet® for bringing her organization into the 21st century. "I know my system and data are secure and I've got true IT expertise working for me."

"A real advantage Locknet® brings is the breadth of knowledge they have. There is no way we could afford to provide that level of expertise on our own. Regardless of my question there is someone at Locknet® who can figure things out for me."

— Eileen Wallace, Executive Director - PossAbilities



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