



# CASE STUDY

MOS COMMITMENT TO PARTNERSHIP

Count on us:

**DAVENPORT UNIVERSITY**

With MOS, Davenport University experiences a 30% decrease in print volume through sustainable printing practices and secure authentication.

## The Customer

Davenport University (DU) debuted in Grand Rapids in 1866. Following many decades of growth and transformation, Davenport has become a leading institution of higher education helping students achieve their career goals in business, technology and health professions.



DU has grown to become the second largest private, non-profit institution of higher education in Michigan, serving more than 11,000 students at 12 locations across Michigan and online. Davenport eagerly embraces a future of growth and new opportunities while also understanding and honoring the rich legacy of its storied past.

Today, Davenport University is aggressively pursuing Vision 2015: to create a culture of quality, leading-edge programs based on the needs of students and the marketplace. DU expects high standards of measurable excellence and results that exceed employer expectations and empower Davenport graduates fostering stronger communities.

## The Challenge

Through growth of the university, DU realized they were dealing with multiple vendors. They needed a single source solution for document output management while providing faculty and students with printing technology fostering sustainable printing practices. In addition, the Print Center was limited to what they could offer due to aged print technology and a manual job submission process.

## The Solution

MOS presented DU with a customized solution for all their locations across the state. With Equitrac software and Xerox print technology, DU now has the ability to manage document output costs by department and provide students with an allotment for printing per semester. MOS made asset location management easier by providing a shared digital record solution for asset location information. MOS, being the only vendor, now provides simple and consolidated invoices.

## The Results

Davenport University achieves sustainability by reducing paper waste and cost savings with a 30% reduction in print volume. They improve security with login credential authentication at all printing devices. The MOS solution eliminated the time spent managing helpdesk tickets for printing assets, supplies, service, and support for DU IT administrators. Davenport University counts on MOS to provide solutions aligned with their vision so they can focus on helping students achieve their career goals.

### WHAT THEY'RE SAYING:

*"Our partnership with MOS has given us cost-certainty and simplicity with regards to printing. By having MOS manage the print fleet, as well as our support, we can focus on the classroom"*

*—Brian Miller, Vice President of Information Technology Services & CIO  
Davenport University  
Headquartered in Grand Rapids, Michigan*



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