



CASE STUDY

MOS COMMITMENT TO PARTNERSHIP

Count on us:

GRAND VALLEY STATE UNIVERSITY

With MOS, Grand Valley State University (GVSU) achieves sustainability goals, improves productivity for faculty, and develops solutions to keep tuition costs down for students.

The Customer

Grand Valley State University (GVSU), one of the 100 largest universities in the nation, attracts more than 24,000 students with high-quality programs and state-of-the-art facilities.

Grand Valley is a comprehensive university, serving students from all 83 Michigan counties and dozens of other states and foreign countries. GVSU offers 82 undergraduate and 31 graduate degree programs located at campuses in Allendale, Grand Rapids, and Holland, and regional centers in Muskegon and Traverse City. The university is dedicated to individual student achievement, going beyond the traditional classroom experience with research opportunities and business partnerships.



The Challenge

GVSU was searching for a local technology partner to provide new technology for printing, copying, scanning, and faxing for better productivity. They also needed to meet ever changing demands of students and faculty, and support their environmental impact initiatives, all while striving to keep tuition costs down for their students. They also wanted to continue to keep tuition costs below the national median for comparable universities, a statistic of which they are very proud. MOS offered solutions that fit their needs and immediately went to work.

The Solution

MOS presented GVSU with a complete solution, standardizing the management of 135 assets located across the state consisting of multiple manufacturers and models. The MOS solution eliminates the burden of time spent receiving service calls and ordering supplies from the university. The MOS solution provides a single source local contact for all GVSU faculty/staff printing, copying, scanning, and faxing needs. In addition, the MOS solution provides a dedicated Service Technician for paper and toner fulfillment.

The Results

MOS provides growth support with optimized utilization and regular account reviews to monitor fluctuations in printing volumes by location, discussing long term strategy and goals. Xerox technology supports print/copy tracking solutions for LEED certification and software solutions for scanning workflows to their enterprise content management system. GVSU counts on MOS to provide the right solutions and support, allowing GVSU to focus on growing the university.

WHAT THEY'RE SAYING:

"MOS is absolutely dedicated to ensuring that our needs are met and thoroughly understands our culture."

-Jerrod Nickels, University Bookstore Manager

Grand Valley State University





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