



# YMCA of Greater Dayton Improves Productivity with ProSource



## Background

The YMCA of Greater Dayton is comprised of 9 branches that cover a broad region that includes the city of Dayton and extends as far south as Mason, Ohio and as far west as Eaton, Ohio. Having multiple offices posed a challenge connecting remote branches. The distributed network created bandwidth problems and serious delays in interoffice email. YMCA was looking for a company that could provide them with copy, print, and scan technology.

The YMCA had three specific objectives in implementing a document solution:

1. Replace copiers that were approaching the end of their lease.
2. Reduce interoffice mail delay.
3. Eliminate massive paper archives.
4. Increase Business Process for accessing all documents from a central database from paper to digital documents.

## The ProSource Solution

ProSource helped the YMCA select premier products and took the initiative to do the research and analysis that would highlight the advantages of each solution. The ProSource sales team performed a cost analysis for competing solutions to demonstrate the value of the solution the YMCA chose.

ProSource took the time to analyze the Business Processes (BP) at the YMCA to select the right products to help increase efficiency within the organization. The solution that the YMCA ultimately selected included Konica copiers for all branches and Alchemy for document archiving. ProSource helped the YMCA determine which type and size of copier was appropriate for each branch. Because the YMCA wanted first to roll out the new copiers and stagger the implementation for the rest of the solution, ProSource installed the new Konica copiers, networked the offices, and later set up the document archival system.

## Challenges

The project posed several obstacles that required innovative products and solutions. To transition the paper archives to electronic files, the YMCA had to accommodate not only a large volume but a variety of sizes and shapes

*“ProSource did not push a solution on us. They listened to our objectives and our constraints and actually helped us figure out what we needed.”*

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of printed pieces. They needed to be able to scan their packages of information at once. A single batch could include small postcards, folded brochures, oversized mail pieces, and long-form reports. The copiers and scanners that ProSource recommended were able to adjust for multiple sizes, thicknesses, and textures of paper and process them in complete groups.

The roll out in individual stages also presented a challenge to the team. ProSource worked at the YMCA's pace which meant ProSource had to be well organized in their preparation, follow up, and follow through at every stage. It was important for ProSource to start with the most pressing issues and move forward from there to avoid losing the details and advantages of the technology.

## Training and Ongoing Support

ProSource developed a strategic implementation agenda to make sure the YMCA did not implement new technology without taking the time to learn how to use it at its fullest capabilities, which is a common pitfall.

ProSource provided training for all appropriate employees of the YMCA each time a new piece of equipment or new software or system was introduced, and scheduled this training proactively. Service and support has been equally prompt and satisfactory.

## Results

With the ProSource document solutions, the YMCA of Greater Dayton has seen considerable results. The YMCA:

- Is now able to scan HR employee applications and membership documents generated at the site back to an archive image solution. This cut down on internal mailing of documents and lost documents.
- Has noticed a dramatic improvement in the speed of their interoffice email, with instant delivery of email — even between branches.
- Is pleased with their ability to view archived documents remotely and the reduction in paper and storage space.
- ProSource also did a back file conversion on all HR and Financial documents to help YMCA catch up with their day forward scanning.

The YMCA reports that the equipment has all been reliable and high in quality, especially compared to several other product lines their team considered during discussions with other vendors. They described many products they reviewed as shaky, slow, and cumbersome. All these factors have contributed to reduced downtime and a noticeable increase in employee productivity.

### Products and Solutions

- 6 Konica 7155 Copiers
- 2 Konica 7145 Copiers
- 3 Konica 9765 Fax Machines
- Alchemy Content Management Server with Web Access
- 1 Konica Minolta C350 Color copier/printer
- Panasonic scanner KV-S2046c

*“Everyone we worked with at ProSource was extremely knowledgeable, professional, and personable — from sales to administration support to technicians.”*



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