



INLAND VALLEY RECOVERY SERVICES SUCCESS STORY

“

Revolution Office really took the time to understand our challenges and needs.

They implemented a solution that solved for several problems we were experiencing with our current provider. We also realized significant savings.

”

Laurie Figueroa
Director of Finance
Inland Valley Recovery Services

TALK TO US
800-941-9248

9043 Lurline Avenue
Chatsworth, CA 91311

Email us:
info@revolutionoffice.com

Follow us on [LinkedIn](#)

Inland Valley Drug and Alcohol Recovery Services (IVRS), a non-profit established in 1962, offers a comprehensive continuum of care for substance abuse recovery and counseling, serving approximately 5,000 individuals annually from its Upland headquarters in San Bernardino County, Southern California.

PROBLEM

Inland Valley Recovery Services faced a myriad of challenges that were affecting their business operations. They faced service issues with several of their devices. They also had challenges with supply delivery and experienced poor communication from their provider. **A machine was down for nearly six months** due to several back-ordered parts. Meanwhile, IVRS received no offers for a loaner device. **Their ability to copy, print, and scan patient files was disrupted.** Each copier had its own lease, and they were receiving several invoices per month. They were also experiencing issues reconciling their invoices.

SOLUTION

We facilitated a transition from Konica Minolta to Ricoh. Ricoh is the number one brand in the U.S. and offers better serviceability, and greater parts and supplies availability. We also streamlined their supply management by setting up **automatic toner and supplies replenishment** and simplified their payment process by **consolidating their invoices from 16 to just one.** We improved service response times with a **4-hour onsite guarantee and a 95% uptime commitment.**

RESULT

Our work with Inland Valley Recovery Services reduced costs amounting to **\$67,000 in savings** over the term, a remarkable **21% reduction.** We also made **an unrestricted donation to support their invaluable service to the Inland Valley community.**