



PATH SUCCESS STORY

“

Revolution Office left nothing unchecked. They helped us start with a clean slate with just one invoice and reliable equipment. My team also gained more visibility, security, and control over our printing.

”

Michelle Rivera
Senior Director, Procurement
PATH

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PATH's mission is to end homelessness for individuals, families, and communities. PATH does this by providing supportive services and building affordable and supportive housing across the state. The non-profit serves 150 cities spanning across 5 regions in California.

PROBLEM

When PATH connected with Revolution Office, they had 29 separate leases for a fleet of 45 copiers spread across 19 locations. With varying terms and 14-day billing cycles, managing 29 leases was not sustainable. PATH was faced with late payments and fees due to inefficient billing. Aside from the billing concerns, their IT team struggled with the lack of management software to pull device data by site. **Devices were frequently inoperable, and it would take up to a week for a technician to respond.** Sites consistently ran out of supplies, and ordering them manually was inefficient.

SOLUTION

Revolution Office created a solution that gave PATH a fresh start. **We consolidated all 29 leases into one and upgraded their technology with Ricoh devices. We also implemented PaperCut software, allowing their IT team to manage the fleet remotely.** The PATH team could now print securely and generate real-time reports in-house.

RESULT

Through collaboration with Revolution Office, **PATH achieved a six-figure cost reduction and additionally secured a lump-sum donation** to further their mission. Service improved to a **4-hour response time and 98% uptime.** They also achieved HIPAA compliance with auto-erase/encryption device features. **With only 1 lease agreement to manage,** PATH can rest assured that as their organization grows, their print technology will grow with them.