

CASE STUDY

Industry: Information Technology

Location: Albuquerque, New Mexico

Services: Managed IT Services, IT Consulting & Projects

How Crumbacher Kept A Multi-Site New Mexico Operations Running With Fast Device Support

A distributed organization needed dependable printer and copier support; Crumbacher delivered rapid, efficient help across New Mexico.

Executive Summary

A multi-location organization operating centers across New Mexico depended on printers and copiers for day-to-day work but faced recurring mechanical and technology-related issues that could disrupt staff productivity. Crumbacher installed the device fleet and became the go-to support partner for ongoing troubleshooting, providing quick, efficient assistance that helped keep locations operating smoothly and built strong client confidence.

Challenges

- Multiple centers across New Mexico relied on shared printers and copiers, making device issues an immediate operational risk.
- Staff needed one partner who could resolve both physical equipment failures and technology-related problems quickly.
- Distributed locations made consistent support more difficult, increasing the need for responsive service across sites.
- Interruptions to printing and copying threatened workflow continuity for teams supporting day-to-day business needs.
- Without dependable vendor support, local teams risked losing time diagnosing issues instead of staying focused on work.

Crumbacher's Approach

Key Actions:

- Crumbacher installed printers and copiers across the client's centers, creating a consistent equipment setup statewide.
- The team became the primary support contact for device issues, giving staff a clear path to fast troubleshooting.
- Support covered both mechanical problems and technology-related issues, reducing handoffs between multiple vendors.
- Crumbacher responded quickly when incidents arose, helping locations restore functionality with minimal disruption.
- The engagement provided ongoing service for distributed sites, aligning support delivery with the client's multi-center model.

Solutions

- A centralized support model simplified service for printer and copier issues across multiple New Mexico locations.
- Combined hardware and technical troubleshooting ensured one provider could address the full scope of device problems.
- Statewide deployment and service coverage improved consistency for teams working in a distributed operating environment.
- Responsive issue resolution reduced the burden on local staff and accelerated recovery from device interruptions.
- Ongoing vendor partnership gave the organization dependable support for business-critical document workflows.

The Result

- Locations gained faster access to support, helping teams resolve printer and copier issues before delays spread.
- Staff had greater confidence that both mechanical and technical problems would be handled efficiently by one partner.
- Daily operations ran more smoothly across centers thanks to dependable service for essential document equipment.
- The client reported quick, efficient responses, reinforcing trust in Crumbacher as a reliable long-term provider.
- Centralized support reduced friction for distributed teams and improved continuity when issues surfaced at any site.



"We use the printers/copiers that Crumbacher installed in our centers throughout New Mexico. When there are issues with either the physical side of the printers or the technological side, we contact Crumbacher and they respond quickly and efficiently to help us. Great company!"

Rachel B

Keep Every Location Running Smoothly

See how responsive support and reliable service can reduce disruptions across your sites and strengthen daily operations.

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