

# Dockside Services, Inc.



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-Donna Southard  
Regional Director,  
Dockside Services, Inc.



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*McShane's provides solution to keep up with company's tremendous growth*

## • THE CHALLENGE

Dockside Services, Inc. (Dockside) was established in Indiana in 1999 with a simple stated mission: to bring care closer to home. Dockside works with children and families using a team approach to provide counseling, tutoring and foster care services.

A similar team approach is used at McShane's, of which Dockside has been a client for several years. When McShane's Account Representative Bob Barsic visited Dockside, the office had one main machine and several desktop printers. He immediately recognized the need for new equipment with speed and ease-of-use for the rapidly growing office.

“Dockside desperately needed networked equipment that would allow each person to scan, copy, print, and fax using one machine,” Mr. Barsic explains. “This would help streamline their office procedures, and also save them money each month.”

## • THE SOLUTION

McShane's recommended a Muratec MFX multi-function device for Dockside. This office workhorse has a low cost of operation in addition to the ability for every networked computer in the office to scan, print, and fax.

The solution also included Dockside acquiring this equipment on the Three Year Optimum Program, designed by McShane's to allow clients to upgrade to new technology after three years.

Donna Southard, Regional Director of Dockside, felt comfortable with this solution.

“Bob did the homework for us,” she says. “He saw the growth we were experiencing and took into account both our history with McShane's and our usage on older machines to know what would fit best in our office.”

## • THE BENEFIT

Dockside is continually expanding its programs and its staff, which increases the usage on office equipment. The MFX was a perfect fit.

Now, instead of each desktop having its own printer, every person in the office can print to the one device. This not only saves time, but also greatly decreases monthly costs.

“We didn’t even think to have just one piece of equipment in our office,” Ms. Southard says. “But now I can see how economical this solution is. It saves us so much time and money.”

Additionally, the MFX can scan in color, which is a great advantage for Dockside. When communicating with their other regional offices, they can easily scan any documents in color and email them, as opposed to faxing or mailing copies.

“With the scanning technology, we can transfer original documents with the click of a mouse,” Ms. Southard explains.

Dockside has had such a good experience with the MFX and McShane's that the office has decided to acquire yet another device, a desktop Muratec MFX model, for its administrative office across the street.

“Once we recognized the benefits of this equipment, we knew it could be a good fit for our other office as well,” Ms. Southard says. “I couldn’t have asked for better service [from McShane's], and I was ready to lease another device.”

With the Three Year Optimum Program in place for the MFX and the new desktop model MFX, Dockside knows that when technology advances as quickly as their company grows, they can count on McShane's to upgrade the devices after three years.

McShane's looks forward to supporting Dockside Services as they continue to grow in Northern Indiana. With new technology around every corner, finding a solution for Dockside is a challenge McShane's is willing to solve.