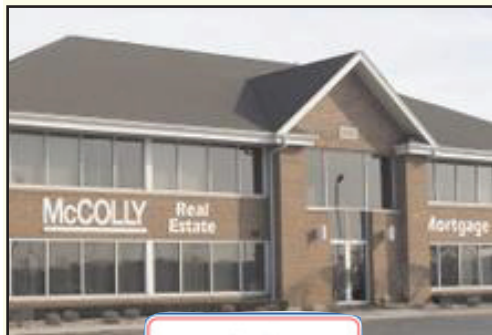


McColly Real Estate



“We need systems that are easy enough for our team to use without a lot of additional training or bells and whistles. **McShane’s takes the time to find solutions specifically for us.**”

-Rhonda McColly-Fleener
Operations Coordinator,
McColly Real Estate



muratec



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McShane’s creates consistency among many locations of real estate company

• THE CHALLENGE

As two local businesses with a combined 120 years of serving the Northwest Indiana/South Chicago community, McColly Real Estate and McShane’s, Inc share a common goal of supporting the local economy in addition to being owned and operated by their founding families.

McColly has been a McShane’s client since 1995, purchasing office equipment as well as office supplies for their 17 offices in Indiana and Illinois. With a staff of office personnel and real estate agents as independent contractors, McColly faced a challenge of replacing all of their different fax machines with new, uniform equipment at every location while keeping their costs low.

Patty Villarreal and Sherwin Slutsky, Major Account Managers for McShane’s, have worked with McColly over the years to outfit all of their offices with the proper equipment, whether it was fax machines or large multi-function devices.

“McColly had different fax machines at each of their locations with varying service agreements and operational costs,” Patty explained, “So over the last several years, we have really focused on finding the best technology to decrease those costs but also to create consistency in the offices.”

• THE SOLUTION

In order to decrease the total cost of operation (TCO) for McColly, McShane’s implemented Muratec fax systems at each location. For McColly, this meant acquiring reliable multi-functional machines that can fax, copy, print, and scan, with a consolidated service agreement on all of them.

“McShane’s did the research for us,” Rhonda McColly-Fleener, Operations Coordinator of McColly, said. “And now we have equipment that works well for our offices. McShane’s is very understanding of our situation and does a great job of accommodating our needs.”

The Muratec offers one of the most aggressive cost-per-page MFP’s in the market and for McColly, it was a viable alternative to a larger machine for short-run copies and print jobs.

• THE BENEFIT

As a result of the Muratec implementation at McColly offices, McColly reaps the benefits of having lower operating costs on more reliable equipment. Additionally, the consistency of having the same system across the board provides familiarity and ease of use for agents and administrative personnel.

“We aren’t always looking for the fastest or the most productive equipment because we face a challenge of keeping our agents up-to-date on the machines,” Mrs. McColly-Fleener explained. “Instead, we need systems that are easy enough for our team to use without a lot of additional training or bells and whistles. McShane’s takes the time find solutions specifically for us.”

Additionally, McShane’s provides McColly with the personal touch of a family business, which is almost as important as the equipment itself.

“When we need something from McShane’s, we don’t have to talk to 30 different people to get to the top,” Dan Durochik, General Manager of McColly, said. “We have instant gratification because we can talk to Brian McShane or Niall McShane with just one phone call.”

McShane’s will continue serving McColly with the best equipment and supplies for their needs as technology advances for the real estate market.