

Members Source Credit Union



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-Maggie Grandys
Tech/Service Coordinator
Members Source Credit Union

Canon
imageRUNNER®



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McShane's helps credit union gain efficiency with scanning capability

• THE CHALLENGE

Members Source Credit Union was established in 1935 and now serves over 7,500 members as a not-for-profit, member-owned financial institution. The Merrillville, Indiana location is home to approximately 15 office personnel and recently turned to McShane's when their old office equipment no longer functioned to its capacity.

Members Source Credit Union initially called McShane's to inquire about upgrading their old analog copier to a new digital device that would better meet their needs

Paul Pivoris, Account Representative at McShane's, says, "When Chuck [Chuck Donovan, President of Members Source Credit Union] called, I realized they not only needed a machine immediately to keep their office running, but long-term, they also needed equipment that would allow document retention capabilities, as well as handle day-to-day copying volume."

• THE SOLUTION

To handle the short-term challenge of getting a machine to Members Source Credit Union, McShane's promptly loaned a device to the office to keep them running until their more permanent solution – a small Canon imageRUNNER device - arrived.

Mr. Donovan explains, "They brought us a machine that afternoon. It was so important to us because we couldn't be left high and dry when our old equipment stopped working."

For the long-term, McShane's implemented the Canon imageRUNNER to be used primarily to copy and scan-to-email. The Canon offers multifunction technology in a very compact design.

• THE BENEFIT

Aside from the technology it provides, this compact design was a major benefit to

Members Source Credit Union.

"This machine is such a space-saver. The table-top design really allows us to be more efficient in our office," Mr. Donovan states.

While the staff at Members Source Credit Union utilizes the equipment daily to run copies, the most important feature used is the scanning capability. Members Source is able to scan many of its forms into the device and save them so they can quickly email them out to customers as needed.

Maggie Grandys, Tech/Service Coordinator at Members Source Credit Union, explains, "Our document retention is really picking up with the scan feature. We love it. We have faster delivery to customers because we can so easily email out any number of PDF forms for enrollment, direct deposit, and account set-up. Our customers want things now – they don't want to wait for the post office to deliver it – so this has allowed us to become so much more efficient."

Not only does it improve the office's efficiency, but it also saves money. By eliminating the need to mail many of these forms, Members Source reduces postage, envelope, and paper expenses.

Members Source looks forward to exploring and implementing more of the features of the imageRUNNER such as the faxing and network printing capabilities.

Ms. Grandys says, "From an IT perspective, it was such an easy integration when we got the new machine. McShane's took care of installing and showing me how to operate it so I could teach everyone else in the office. I am sure when we start to utilize the printing and faxing features, it will be just as easy."

McShane's looks forward to helping Members Source Credit Union make the most of their new Canon as the needs arise.

