

# Orthopaedic, Pediatric & Spine Institute

[www.opasi.org](http://www.opasi.org)

“Everything is taken care of with one phone call to McShane’s, which is most important because it makes my job easier. **A lot of companies have gotten away from the service end of business, but not McShane’s.**”

-Jim Chavez  
Business Manager  
Orthopaedic, Pediatric & Spine  
Institute

**Canon**  
imageRUNNER®



**muratec**



**McShane's**  
BUSINESS PRODUCTS & SOLUTIONS

[www.mcshanes.com](http://www.mcshanes.com) • (800) 837.1400 (ph)  
1844 45th St., Munster, IN 46321  
3310 Hickory Rd., Mishawaka, IN 46545

McShane’s provides service, supplies, & equipment to medical office

## • THE CHALLENGE

The Orthopaedic, Pediatric & Spine Institute in Crown Point, IN, offers a wide range of orthopaedic services to Northwest Indiana. The organization had purchased office supplies from McShane’s for several years before turning to the same company when the need for new office technology arose.

Jim Chavez, Business Manager at the Orthopaedic, Pediatric & Spine Institute, explains, “We went with McShane’s because of how great the service was for us when we purchased supplies. We got everything promptly and felt well taken care of by the customer service representatives and the delivery team.”

The organization was looking to upgrade its office equipment to handle a high volume of fax and copy jobs.

## • THE SOLUTION

In turn, McShane’s implemented both a powerful black & white Canon imageRUNNER as well as a small Muratec multi-function device.

The Canon imageRUNNER outputs high quality black & white copies at 50 pages-per-minute, with reliable efficiency and speed.

The Muratec multi-function device handles small jobs well with a compact foot-print that saves space in the office.

The Orthopaedic, Pediatric & Spine Institute acquired both pieces of equipment under the McShane’s Three Year Optimum Program, which will allow the organization the ability to seamlessly upgrade to new technology at the end of 36 months. This ensures that the Orthopaedic, Pediatric & Spine Institute can take advantage of the best technology available to fit their business needs.

## • THE BENEFIT

With both the Canon and Muratec devices integrated into their office, the Orthopaedic, Pediatric & Spine Institute utilizes each machine on a daily basis.

The Muratec device is primarily used for sending and receiving faxes and has proven to be extremely dependable.

“We receive approximately 300 faxes per day, and this equipment has never even needed to be serviced,” Mr. Chavez explains. “We couldn’t be happier with it.”

The Canon imageRUNNER handles a high volume of copying various hospital records and other medical documents.

Most importantly, the Orthopaedic, Pediatric & Spine Institute has received the necessary support from McShane’s to keep the equipment running as effectively as possible.

Mr. Chavez says, “Everything is taken care of with one phone call to McShane’s, which is most important because it makes my job easier. A lot of companies have gotten away from the service end of business, but not McShane’s. I am glad we chose to rely on McShane’s for our office equipment in addition to the office supplies. When service or delivery people come into our office, they reflect on us to our customers, so it’s imperative that we have good people coming here. McShane’s provides just that.”

McShane’s looks forward to growing its relationship with the Orthopaedic, Pediatric & Spine Institute as the organization utilizes their office equipment to its maximum capacity and relies on McShane’s for next day delivery of office supplies.

