

# Managed Print Case Study

## HOGE·FENTON

### About Hoge Fenton:

Hoge Fenton is a multi-service law firm committed to delivering top-tier legal services to businesses and private clients. With offices in the Silicon Valley, Peninsula, and Tri-Valley areas, and a global network of more than 90 distinguished firms in 60 countries, Hoge Fenton can assist with most of our clients' key legal needs, regardless of their size, location, industry, or legal matter.

**Industry:** Law Practice

**Headquarters:** San Jose, California

**Company Size:** 100+

**Client:** Seth Silapasvang  
Director, Information Technology

### The Challenge

Before partnering with The Swenson Group, or TSG, Seth and the team at Hoge Fenton worked with multiple different vendors for their copy, service, and print services. This resulted in a very lengthy, frustrating process when they needed something, as all of the companies would point fingers at each other, extending downtime. Hoge Fenton also struggled with their previous print management software, EquiTrack, which did not integrate with their billing software and always seemed to not be working properly.

### The Solution

After evaluating multiple other print vendors, Seth and the Hoge Fenton team decided that TSG was the best option based on experience, price, communication, and local touch. TSG handled all of the appointment scheduling, set up all of the meetings with vendors, scheduled installations, and worked alongside Seth to provide the best solutions possible. After consolidating all of their print-related services, the TSG team also implemented CopyTrack print management, which seamlessly integrates with their billing software, ensuring predictable billing. TSG also upgraded to Konica Minolta copiers, which have had no downtime and are easier for their team to use.

### Business Impact

By consolidating their copy, service, and print services, implementing CopyTrack, and upgrading copiers to Konica devices, Seth and his team at Hoge Fenton experience increased uptime, improved communication, and reduced unnecessary spending. With the ability to always be able to contact a live representative, Seth has confidence that he'll never be left with extended downtime again.



*The personal touch is the main highlight that we get from being in business with TSG, the reps and relationship with them are fantastic, they answer, they are friendly, we get along well, we never feel like we were taken advantage of, and they want what's best for us.*



- Seth Silapasvang  
Director, Information Technology

The Swenson Group provides value-driven technology products and IT support services with personalized service.



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