

Budget Document Technology

Leader in office technology solutions and service



PHOTO COURTESY OF BUDGET DOCUMENT TECHNOLOGY

CFO Steve Ouellette, left,
and President Tom Ouellette

Budget Document Technology

251 Goddard Road,
Lewiston, ME

48 Liberty Drive,
Heron, ME

Office Technology/Supply

Thomas G. Ouellette,
President

Founded: 1989

27 employees

www.bdtme.com



NOT LONG AGO, BUDGET DOCUMENT TECHNOLOGY was approached by a Maine company that was having difficulties meeting the substantial demands placed on its existing printer equipment, both at its main office and satellite offices.

Upon evaluating the situation, Budget Document quickly arrived at two cost-effective solutions that streamlined the client's operations with top-quality products.

At the main office the client was outsourcing large runs of high-quality graphics on heavier-stock poster-size paper. Due to the seasonal nature of the business, the runs had to be produced in a short period of time. Outsourcing the job meant wasted money and time. The Budget on-site solution was to install a Konica Minolta print production color unit that could produce high-volume output in short periods of time with consistent quality—saving time and money.

At the satellite offices, the company was using multiple models of non-commercial-grade copiers. Managers were also constantly faxing files to the main office. All together, that meant inconsistent results, a lot of money spent each month on toner cartridges, and workflow inefficiencies. Budget Document came up with a solution that incorporated single-model Lexmark desktop multi-function copiers and software scanning. All facilities now have consistent copy and scan units, providing ease of use for managers who floated between offices, and allowing new human resource files to be routed directly to headquarters in a secure network file folder.

"By looking at the client's workflow, consistency was brought throughout their facilities, ease of use was achieved, and less ordering and stocking of supplies and, most importantly, security, was gained," says Budget's president, Tom Ouellette. "Before incorporating this solution, each location would fax sensitive employee records that could potentially sit on a fax machine at the main office unattended and accessible to non-authorized personnel. These records are now securely scanned to a folder, where they are then archived, helping this client achieve regulatory reporting requirements."

Budget Document Technology takes business-to-business service seriously. Serving clients throughout New England since 1989, Budget is one of the last Maine-owned office technology dealerships, with local back-end support, remaining in a field today marked by corporate conglomerates. As the modern office evolved from core products for copy, print, scan and fax needs, so has Budget Document Technology. Today, offerings include digital color output devices, digital presses, wide-format print solutions, complete integration services, managed print services, and a suite of office software solutions from desktop document management or electronic filing, to cost recovery and remote device management.

Products and services include:

- Authorized dealership of Konica Minolta, Xerox, Lexmark and FP Mailing Solutions
- Multifunction devices and printers
- Wide-format devices
- Electronic document management
- Cost-recovery software
- Managed print services
- Imaging supplies from all major manufacturers, including laser toners, MICR toner, ink jet cartridges, ribbons, staples and more
- Local, fast and flexible decision-making
- Live and local customer service
- CompTIA CDIA+ architect on staff

How serious is Budget Document Technology when it comes to documents? They manage over 4,400 devices and over 142 million pages per year. The company averages 84 help desk support calls per month, with a 93.67% remote resolution success rate; and 624 supply shipments per month, with a 99.9% accuracy rate.

Talk to the top

Just as importantly, Budget prides itself on the customer intimacy that's made possible by having vested ownership that is "in the shop" each and every day. The company's president, Tom Ouellette, as well as his brother, CFO Steve Ouellette, are accessible and available to all clients. Their dedicated team is all about client relationships—in-person attention that results in customized and immediate product solutions, service, supplies, and back-end support. And they're constantly pushing themselves to learn new products or solve client applications.

"There are a couple of reasons for that," says Steve Ouellette. "We have far fewer layers of management. Our account reps are more empowered and they have direct access to ownership who can evaluate and make a timely and responsive decision. We do not have multiple layers to the decision-making process that can go from rep, to manager, to branch operation, to regional and all the way to executive level at the home corporate office. That can be a long process and takes away from getting something done. We're not answering to corporate or working for a certain rate of return. We have 'the owners are in the store' mentality. Our local management team makes the decisions, so we provide a quick response and can customize solutions based

on our clients' needs. Everything's done right here—and it's all based on trust and caring relationships.”

As an independent dealership, Budget also has the advantage of tapping into all product manufacturers to find the best product at the best price for individual client needs. Exclusively focused on office imaging technology, Budget has aligned itself with some of the leading names in the industry as fully-authorized dealerships, allowing the company to provide flexible options.

“Most providers today, if they're owned by a manufacturer, can only offer the products of that manufacturer,” says Ouellette. “We have flexibility. Not every manufacturer plays in every product arena at every price point: They can only sell what they sell. But because we represent three top manufacturers that produce a variety of product offerings, we can fill in all the gaps.”

Founding and growth

Budget Document Technology got its start in 1989. Tom Ouellette, a United States Navy veteran, worked as a service technician, then established Budget Business Machines to service copiers and typewriters—but always with a focus on serving clients needs for “today and tomorrow.” Steve Ouellette came onboard in 1995, after working in the insurance and financial industry in Boston. What was to be a short stay, to assist in the construction of a new facility, developed into financial and administrative management. The new 4,000-square-foot facility opened a year later, in Lewiston. In 2003, the company was ready to expand again, opening a Bangor office to serve a growing client base. Further expansion brought enhancements, on-line ordering, and New England clientele. In 2011, Tom Ouellette assumed the national presidency of the Business Technology Association—a national organization representing over 700 independent dealerships, vendors and manufacturers—thus increasing Budget Document Technology's breadth of knowledge and industry contacts with manufacturers and other independent dealer owners throughout the country. Another facility expansion came a year later with the completion of a 5,000-square-foot addition to the main office/warehouse. In 2013, Budget acquired Automated Mailing Solutions and began to market postage and mailing equipment.

In today's digital world, Budget is on the leading edge of industry developments, equally attuned to the latest in product offerings and to evolving client needs.

“The world today is different,” says Steve Ouellette. “When you talk about a digital copier, for example, it's truly a multi-function product. And more people want to use their devices, which have the power of high-end computers these days, to have the integrated software they need to scan, store, rout, maybe do mobile printing, so that they're able to have their documents wherever they are.”

To ensure clients continue to operate efficiently in this ever-evolving technology environment, Budget's dedicated team of service professionals continually re-invest in support technology and continual online and off-site manufacturer training. Technicians are equipped with laptops so they have immediate web access to manuals and on-line support sites while in the field. Budget's fully-automated dispatch system and Remote Technician feature of the company's back-end operating software allows technicians to self-dispatch to client calls, maintain service histories, and determine parts availability.

In addition to friendly field service representatives, Budget also offers complete Help Desk Support, able to solve many user questions and provide remote support for adding new users, driver setups, network connectivity support for scanning and email and much more. Budget's remote monitoring services proactively sets supply alerts for clients' equipment, attains meter reads, and receives service information.

Budget has gone the extra mile in client service by implementing on-line ordering of service and supply requests, and now offers clients confirmation notices of their supply shipments and the dispatching and completion of their service calls.

“Clients want information and they want it quickly,” says Steve Ouellette. “We are always looking at how we can improve our back-end operations and ultimately our client's experience.”

As Steve Ouellette says, it's no longer about selling boxes.

“Our staying power is a reflection of our willingness to implement new ideas as technology moves forward, to take on the challenges and meet customer needs in a field that's always evolving.” ●

Top: Customer service representative Rory James fields a call from a client.

Bottom: Budget Document representatives are always ready to help clients.

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