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CASE STUDY

One-Stop Office

Modernizes Printer Sales, Rentals and Service with a Platform Built on AWS and Shri Sai Tech LLC DBA SST

Executive summary

One-Stop Office Solutions, based in Princeton, New Jersey, sells, rents, finances and services commercial printers and copiers for medical practices, schools, colleges and businesses. More than a hundred machines are on monthly rental, alongside leases, managed-service plans and per-call repairs.

Running that business on phone calls, spreadsheets and email was slow and fragmented: orders and service calls arrived by phone, machine and meter details lived in separate files, and monthly invoices were prepared by hand. Clients could not see their own printers, quotes or invoices.

To modernize, One-Stop Office Solutions partnered with Shri Sai Tech (SST) to design, develop and deploy a cloud-native sales and service platform on Amazon Web Services (AWS). Using Amazon EC2, Amazon RDS for PostgreSQL and Amazon S3, SST built an admin console, a client web portal and an iOS / Android app in a four-week, two-sprint engagement, followed by a pilot with two to three clients.

The challenges

- **Challenge 1 – Manual, Phone-Driven Operations**
  Orders, service calls and quote approvals arrived by phone and email, and staff re-keyed every request into spreadsheets before anyone could act on it.
- **Challenge 2 – Slow Approvals and Missed Service Calls**
  With no single queue for orders, quotes and repairs, requests waited on whoever took the call, and urgent printer-down issues were hard to prioritise.
- **Challenge 3 – Scattered Client and Machine Records**
  Clients, machine IDs, serial numbers, meter readings and plans lived in separate files, so no one had a single, current view of each client's fleet.
- **Challenge 4 – Manual Monthly Billing**
  Rental and managed-service invoices were prepared by hand every month, making billing slow, error-prone and hard to track from issue to payment.
- **Challenge 5 – No Client Self-Service**
  Clients could not browse products, approve quotes, request service or download invoices without calling the office.

ONE-STOP OFFICE SOLUTIONS
Onestopofficenj.com

About One-Stop Office

One-Stop Office Solutions is a New Jersey dealer that sells, rents, finances and services commercial printers and copiers for medical practices, schools, colleges and businesses.

Its mission is to keep every client's office printing without interruption: the right machine on the right plan, fast service when something breaks, and simple monthly billing.

Nishith Mehta

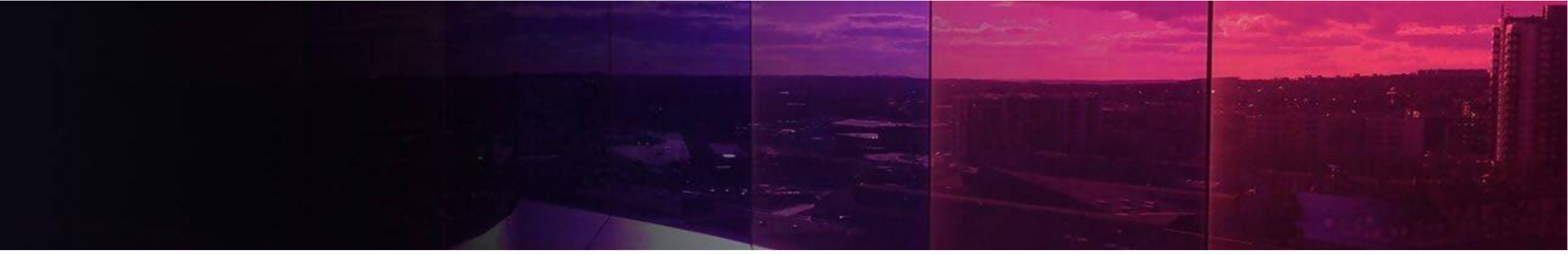
Partner

Leads sales, rentals and field service at One-Stop Office, with hands-on Canon and Kyocera expertise since 1986.

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Simplify Digital Transformation with AWS

Amazon Web Services (AWS) provided One-Stop Office Solutions with a secure, scalable and cost-effective cloud platform to run its sales, rental and service business from anywhere.

By leveraging managed AWS services, One-Stop Office avoided the cost and complexity of running its own servers while gaining a managed relational database, secure file storage, transactional email and push notifications, and built-in monitoring and backups.

Why Shri Sai Tech?

One-Stop Office Solutions selected Shri Sai Tech for its deep expertise in cloud-native architecture on AWS, full-stack web and mobile development, and rapid delivery of production-ready solutions:

Key reasons One-Stop Office selected SST:

- AWS cloud architecture and deployment experience
- Full-stack web and React Native mobile development
- Relational data modelling on PostgreSQL with row-level security
- Experience with sales, rental and field-service workflows
- Secure, multi-tenant application development
- Agile delivery with a demo every Friday
- Ability to rapidly deliver a production-ready pilot

The Solution

SST designed and implemented the One-Stop Office platform — an admin console, a client web portal and an iOS / Android app on one shared API, built on Amazon EC2 and Amazon RDS for PostgreSQL — that runs the full sales, rental and service loop.

Admin Console

One console for the One-Stop Office team: a dashboard and work queue, clients and their printers, catalog, order requests, quotes, managed services, service requests, invoices and settings.

Catalog and Order Requests

Printers, supplies and accessories with buy, rent and installment prices; clients request an order and Admin approves it, schedules installation and adds the machine to the client’s fleet.

Managed-Service Quotes and Plans

Per-printer quotes with included pages and a monthly price; the client owner approves in one click and the plan becomes an active agreement billed every month.

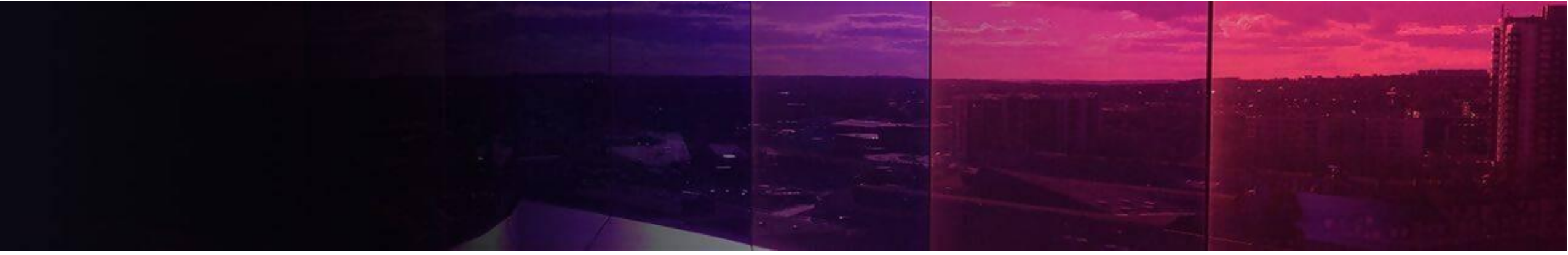
Service Requests and Scheduling

Clients report a problem against a registered printer; Admin assigns a technician, sets the visit date and closes the job — covered by the plan or invoiced as billable work.

Unified Client and Fleet Data Model

Every client, location, printer, order, quote, agreement, service visit, invoice and payment lives in one relational PostgreSQL schema — a single source of truth with a full activity history.

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Client Portal and Mobile App

Clients sign in on the web or the iOS / Android app to shop, approve quotes, request service and download invoices; role-based access and row-level security keep each organization’s data private.

AWS Services and Application Stack

Application Stack

Web and Mobile Applications One shared API for web and mobile • Admin console built with Next.js (React) • Client portal and iOS / Android app • Python FastAPI service layer	**Data and Security** Secure by design • PostgreSQL schema with constraints and triggers • Row-level security per organization • Roles: Admin, Client Owner and Member

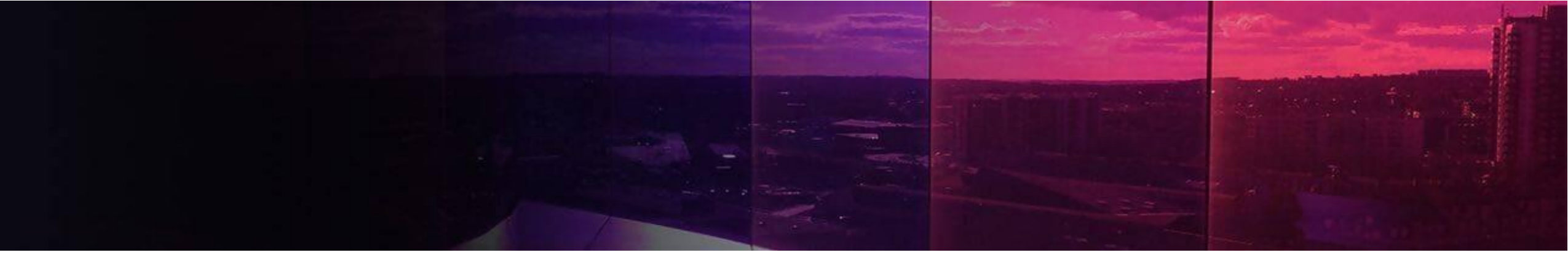
AWS Cloud Services

• Amazon EC2 and ALB — web and API tiers • Amazon RDS for PostgreSQL — fleet data	• Amazon S3, SES and SNS — files, email, push • EventBridge, CloudWatch and Secrets Manager

Results

- **Speed**
  - Orders, quote approvals and service requests reach the team as soon as clients submit them
  - Monthly managed-plan invoices created in one billing run instead of by hand
- **Structure**
  - Every client, printer, plan, service visit and invoice in one relational data model — no spreadsheets
  - Sales, rentals, installments and managed-service plans handled in one system
- **Experience**
  - Clients shop, approve quotes, request service and download invoices on web or mobile
  - One dashboard and work queue for the admin team
- **Security**
  - Role-based sign-in with organization-level data isolation enforced in the database
  - Account lockout after repeated failed sign-ins and an activity log of every change

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Benefits

- Faster order, quote and service turnaround from one shared work queue
- One relational source of truth for every client, printer and plan
- Client self-service on web and mobile — fewer calls to the office
- Managed-service plans that flow straight into monthly invoices
- Multi-tenant security with organization-level data isolation
- A managed AWS foundation that scales with the rental fleet

Next steps

- Online payments — card, ACH and Zelle, with autopay and reconciliation
- Repair-vendor onboarding, repair tickets and technician assignment
- Service-level agreements with priority levels and response targets
- Low-toner alerts from Canon devices turned into supply requests
- Service-plan SKUs with per-client pricing and revenue reporting
- Meter readings, cost-per-page billing and stock levels per model

About Shri Sai Tech LLC DBA SST

SST is an AWS Partner specializing in AI-driven, cloud-native architecture and secure, compliant solutions across a wide range of industries — including healthcare, finance, education, retail, manufacturing, logistics, energy, government and public sector, telecommunications, and media and entertainment. Partnering closely with our clients, SST rapidly designs and deploys production-ready AI platforms on AWS, bringing AI-powered capabilities to market with speed and confidence.

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