



# LINEAGE

WITH OFFICES IN TOPEKA,  
LAWRENCE AND OVERLAND  
PARK, KANSAS, MIZE HOUSER  
COMPANY IS NOW RANKED AS  
THE 12TH LARGEST FIRM IN  
THE MIDWEST ACCORDING TO  
ACCOUNTING TODAY. ALONG  
WITH THAT GROWTH COME  
CHALLENGES.

## CASE STUDY



### THE CHALLENGE

[Auto dealerships](#). [Financial institutions](#). [Restaurants and hotels](#). [Telecommunications](#). Mize Houser offers audits, financial planning and financial reporting, payroll and tax information, and bill pay for all of them... and a few more.

Elaine Thomas is Mize Houser's purchasing and mailroom coordinator. Of anyone, she is especially clear on the importance of ensuring clean, accurate information in all the company's mailings. They mail paychecks, AP billing statements, HIPAA-sensitive medical billing statements, and more. As the company grew and its client base expanded, the volume of mail increased. The need for accuracy and speed in mail preparation became a more important necessity.

"We just needed to step it up to better meet our workload," said Thomas. "And then, honestly, we just wore out the machines we were using so it was time to upgrade."

### THE SOLUTION

At Lineage, hearing a client say "upgrade" signals an opportunity. Thriving on open, honest interactions, Lineage's strength lies in its ability to apply industry knowledge to help discern not just the products that might work in a given situation, but the reasoning behind them. It's as much about "fit" as it is "function."

Given Mize Houser's sizeable growth in business coupled with its staff consistency, the [DS-200i](#) folder/insertor was the right choice. For Lineage's Joe Germano, a regional solutions specialist in Kansas City, the product was the perfect solution.

"These are critical pieces of information that go out in these mailings," said Germano. "There's no room for doubts. Our clients don't want those doubts and their clients won't stand for them, so it's essential that accuracy and privacy be strictly adhered to. The [DS-200i](#) offers the precision that Mize Houser was looking for, and it's been a good match."



“When you use Lineage, you’re going to get top-of-the-line products and outstanding personal service. Yes, it saves you time and money – which are great things, of course – but it’s that personal touch that keeps it going.”

**Elaine Thomas**

Purchasing and Mailroom  
Coordinator  
Mize Houser

## THE ACHIEVEMENT

Accessibility and support are two things that any client expects from Lineage. The delivery thereof is always rewarding.

“We’ve had a really good working relationship with Lineage, and I like the way they go about things,” said Thomas. “When you use Lineage, you’re going to get top-of-the-line products and outstanding personal service. Yes, it saves you time and money – which are great things, of course – but it’s that personal touch that keeps it going.”

The relationship between Mize Houser and Lineage goes back more than 10 years. In that time, it’s been the two aspects of Lineage’s service that has grown the pairing: namely, products and people. While the former has kept Mize Houser’s mailroom operating to its full potential, it’s been the latter – people – that has fostered years of stability.

“I value the relationship we have,” added Germano. “I’ve been doing this long enough to know that it’s the way you build relationships. Being open and honest with people helps them achieve what they’re trying to achieve. In the long run, that helps your business too. It is really rewarding for everyone.”



MIZE & HOUSER  
COMPANY P.A.

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[TrustLineage.com](http://TrustLineage.com)

