

CASE STUDY

Hindsford C.E. Primary School, Atherton



Background

In June 2014, Hindsford C.E. Primary School's IT Manager, Sharon Swanton, took on the task of finding a new print solution provider. They had already selected two potential suppliers and needed a third, when Network Print Solutions (NPS) were recommended due to their significant experience in the education sector. Sharon was particularly impressed with the proposal from NPS, and the company was subsequently selected.

A detailed appraisal was made of the school's printing priorities, and three Olivetti machines were selected to fulfil their requirements. This included two larger multi-functional machines for the main school, and a smaller MFP for the school office to use.

Why Were NPS Chosen?

As Sharon Swanton explains, competitive prices, relevant experience and reliable service were all essential elements of any supplier's offer: "The initial quote from Steve at NPS was extremely competitive and his approach was professional and helpful. NPS also had the edge because of their extensive experience of delivering print solutions to schools in the area. When we found out that Steve was also a school governor at a local primary school, it certainly gave us the confidence that he understood our needs."

NPS demonstrated their commitment to customer service from the very outset. For example, they went the extra mile by ensuring that all of the school's historic test papers were properly scanned and installed on the new machines, available for staff to conveniently print whenever they need to. According to Sharon, NPS have certainly followed up on their early promises: "The service levels have been particularly good. If we ever have any issues, an NPS engineer is on-site to help within 24 hours and they always manage to find a solution. In addition, if we are ever running out of ink, NPS are extremely quick to deliver fresh supplies, and this helps keep us up and running without any downtime. Even when we once had a broken part that would take slightly longer to replace, Steve came out to the school and came up with a work around that ensured we could still use the machine whilst awaiting the replacement. It's hard to overstate the value of this kind of service to our school."

Solution Installed:

- 2 x Olivetti MF 452 PLUS - 1 with staple finisher (main school)
- Olivetti MF 3100 (multi-function device for school office)

Key Benefits:

- ✓ Competitive pricing
- ✓ Extensive experience in the education sector
- ✓ Exceptional levels of service

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Sharon Swanton - IT Manager
Hindsford C.E. Primary School