

# CASE STUDY

## Holy Family Catholic Primary School, Ince



### Background

In December 2014, Holy Family School decided to change their photocopier supplier and upgrade their printing technology. The school's Business Manager, Debbie Affleck, proceeded to source 3 separate quotes as required, and one of these potential suppliers was Network Print Solutions (NPS). NPS had been recommended by Holy Family's Bursar, Steve Colclough, who had worked with the company before.

Following a detailed selection process, NPS were chosen and discussions were held in order to fully understand the printing needs of the school. An Olivetti multi-functional printer with booklet making facility was subsequently installed for the main school, and a smaller Develop multi-functional copier was selected to take care of the office requirements.

### Why Were NPS Chosen?

NPS were able to offer significant savings on the school's previous print and servicing charges, and their approach was also friendly and professional. Debbie Affleck explains: "One of the other companies were particular poor, demanding to know why we weren't going with them and offering all kinds of discounts to get the business at the last minute. We far prefer an honest and upfront business such as NPS, who offered well thought-out, competitive prices right from the start."

The fact that NPS specialise in the local area also counted for a lot. "Because NPS are a local company, we have found that their service levels and response times are far superior to anything we have experienced in the past," continues Debbie. "When any problems arise, it is important that we get things sorted as soon as possible to minimise any disruption to our teachers and staff. We have found NPS to be very prompt and if they can't resolve the issue on the phone, they are often able to come out to us on the same day to fix it. Before, we might well have been waiting for several days to get back up and running."

The school has found the machines easy to use and NPS has helped with any training issues. "Each member of staff also has their own unique user codes, allowing us to print meaningful user reports each month and keep a tight check on costs and output. Since installing the new machines, we have certainly seen a dramatic reduction in our cost per copy charges."

### Solution Installed:

- Olivetti MF 452 PLUS with staple finisher (main school)
- Develop Ineo 3350 (school office MFP)

### Key Benefits:

- ✓ Honest, reliable approach
- ✓ Rapid response to any issues experienced
- ✓ Cost per copy savings

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**Debbie Affleck - Business Manager  
Holy Family Catholic Primary School**