

# A UTAX PARTNER'S CUSTOMER SERVICE AND COMPETITIVE PRICES PRAISED BY BLACKPOOL PRIMARY SCHOOL

This Blackpool based Primary School approached a UTAX Partner due to ongoing issues with a mixed fleet and rising costs.

The School Business Manager requested that the UTAX partner work in conjunction with their IT team, to fully audit their current printer and copier set up.

At the time of the audit the school had no idea of the number of devices they owned and the price that they were paying for each departments printing.

## THE INITIAL SITUATION...

"Our old supplier's contract costs were rising and we didn't feel it would be viable to renew our this with them. We therefore branched out with a view to looking for more competitive pricing and came across the UTAX Partner. They stood out because their customer service was great and their prices were extremely competitive compared to others on the market," comments the School Business Manager.

## THE SOLUTION...

The UTAX Partner carried out a full review of the school's current set up and suggested a reduction in the number of devices. They also suggested more robust devices that

were of a higher standard and met the school's current requirements.

## THE RESULTS...

"We have already seen savings on what we pay out and the staff have actively changed their printing habits as well."

### Reduced Waste...

"The waste has reduced dramatically, there is hardly ever print-outs left on the machine anymore, which has made a huge difference."

### Saved Vital Funds...

Like many other schools, they had a serious situation with their budget. They explained the situation to their staff and were able to improve things by reducing their outgoings such as printing costs. The School Manager has since reported that the staff have really got behind the cost saving drive and with the help of the new print software are doing things more efficiently.

### Automated Toner System Success...

"The automated toner system has worked well and the toner has

## AT A GLANCE

- Honest advice
- Automated toner system
- Very competitive prices
- Visible savings already
- Reduced waste
- Improved efficiency
- Great customer service
- Friendly and efficient
- Seamless billing process
- Quicker print speed



arrived early. We have had no complaints from the staff.”  
School Business Manager.

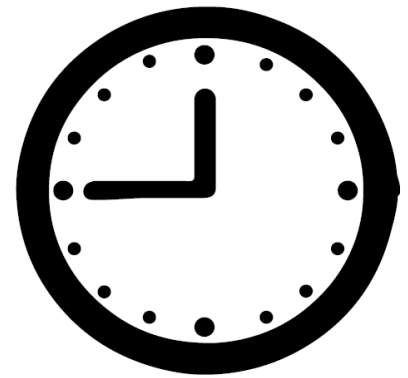
### HARDWARE FEEDBACK...

“The machine in general is really good. It’s much quicker printing colour, which is crucial for our Early Years

next day, they now wait until the end of the day then send it for printing so it’s ready for the following morning. It works better for everyone.”

### UTAX PARTNER FEEDBACK...

“The service and training that the UTAX Partner



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**“They listen and provide equipment that is the right spec and standard to meet the schools needs and requirements.”**

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department as they need pictures for evidence due to the way progress and achievement is measured.

I used to dread walking in and seeing a ton of booklets being printed because it would take ages but now it’s a lot quicker.”

### Reduced the fleet..

“We reduced our machines as advised by the UTAX Partner and the staff haven’t even felt the change which is great.”

### Improved Efficiency...

“Everyone has started to print more efficiently, they plan and organise their printing in advance. If they have a big batch of work for a class the

provides is free and unlimited, which is great if anyone needs extra help.

They listened and provided equipment that is the right spec and standard to meet the schools needs and requirements.

We have a great relationship with our Account Manager. He has been a huge help and fulfilled all of his promises. The staff overall are warm and welcoming. They are always smart and well presented when they arrive at the school.

Above all, the billing is a straight forward, seamless process.”



## About UTAX

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to beat.

## UTAX: THE UK NETWORK OF PRINT SOLUTIONS EXPERTS

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