

How a church and Christian school **upgraded** to more **reliable printing** services and avoided an expensive contract renewal.

For more than 75 years, Oasis World Outreach has been home to church and ministry services in the Zephyrhills community. Two decades ago, the church expanded to include a private Christian school for students K–8.

To support the operation of both regular ministries and the school, Oasis World Outreach relies on a variety of copy and print needs. Unfortunately, with the previous vendor, the organization experienced problems with their machines, less-than-responsive service, and slowly rising costs.

Things came to a head when the organization had to decide if an expensive renewal with the existing vendor was worth it. In the interest of reducing costs and improving service, Oasis World Outreach decided to switch to ClearView Business Solutions.



OASIS WORLD OUTREACH

- **Christian ministry and private school founded in 1947**
- **School serves students grades kindergarten through eight**
- **Regular printing needs to support ministries, school, fundraising activities, special events, and regular services**
- **Located in Zephyrhills, Florida**

CHALLENGES

Address increasingly unsustainable cost and reliability issues punctuated by a looming contract renewal

To sustain operations for both its ministry programming, regular services, and the K–8 school, Oasis World Outreach requires a significant amount of print and copying services. Because all of these services are handled in a single office by a small but very busy team, reliable machines, responsive service, and cost control are paramount. Three machines support the entire organization: school, church, and all of the people who are part of the Oasis World Outreach community.

After years spent with another service provider, the team at Oasis World Outreach needed to make a decision about the upcoming annual contract renewal. The team agreed that equipment had grown noticeably dated, to the extent that it was beginning to interfere with day-to-day operation. Refreshing supplies on time to avoid service interruptions required constant attention and time-consuming intervention. When their machines required service, the previous vendor was slow to respond.

They decided to shop around to look for cost-effective alternatives to spending considerable budget for another year with their existing copy and print provider.

Subpar customer service

Reliability issues due to dated equipment

Expensive contract renewal

SOLUTION

Switch to a more cost-efficient, service-oriented printing company able to provide updated equipment

After some deliberation, the Oasis World Outreach team decided to switch to ClearView Business Solutions for its printing, copying, and scanning needs. Their decision was based on cost versus the cost of renewal with the previous vendor, as well as the reputation that ClearView has for highly responsive maintenance and service.

Since switching services, the Oasis World Outreach team has immediately noticed a more responsive and professional level of service. "It's not that the previous vendor was so bad," remarks Janet Betts, Office Manager, "but that ClearView was so much better." In fact, the Oasis World Outreach team replaced their existing three machines with the same machines, only newer, more reliable versions.

OUTCOMES

Support operations with professional, responsive service and modern, high-quality equipment

In a little more than a year since switching to ClearView Business Solutions, the Oasis World Outreach team has been very pleased with the results. "Sometimes," says Betts, "no news is good news. Whereas my team would sometimes share feedback about the previous vendor, I haven't heard much about our printers, which I take to be a very good sign."

Among the most noticeable improvements has been a lower cost per copy, on average. While this might seem like a small cost, any inefficiency matters to smaller, community-based organizations. Plus, when the team has the need for color copies to support school activities or ministries, the copiers now produce higher quality prints. Finally, the Oasis World Outreach team now enjoys proactive supply replenishment and maintenance, something that could not be said about their previous vendor.

Overall, the switch to ClearView Business Solutions allows Oasis World Outreach to support their patrons, students, employees, and the important work that has allowed Oasis World Outreach to remain such an active and important part of their community.

✓ Lower cost
per copy

✓ More proactive
customer service

✓ Higher quality
color prints

ABOUT CLEARVIEW

ClearView Business Solutions specializes in document-based technology solutions. Companies from around the country turn to ClearView to improve document workflow, document compliance, and copier/printer budgeting needs through creative solutions. Learn more about ClearView.

"It's not that the previous vendor was so bad, but that ClearView was so much better.

They've been very patient with us when issues arise."

Janet Betts

Office Manager, Oasis World Outreach