

FAITH BAPTIST CHURCH

Service and Sales Seal the Deal

The Situation

Faith Baptist Church articulated their needs for a copy machine very clearly – they needed a workhorse machine. With a variety of ministries and a school all with their own print demands, the copier needed to accommodate a wide range of needs. Equally important, there were various people using the machine – from office staff to many church and school volunteers. So, the machine needed to be user friendly with no complicated training. Additionally, space was an issue. The office could not accommodate a large machine.

The copy machine the church had was getting them by, but it was time for a new one. Jeanette Terpstra, on staff at Faith Baptist Church, headed the project to select a new machine. “I hesitated to switch to a different machine,” she said. “It was like, ‘buy a Buick and stick with a Buick.’ The machine we had worked well for us and we knew what options we had with it.” But there were so many new functions available, and it is those new capabilities that won her and the church over.

“We are so very pleased with our new machine. It is easy for all our people to use. There are many things that we can do now with our new machine that we couldn’t do before. We have a very busy office and small staff. Any gains we can achieve in efficiency and productivity are important to us.

Jeanette Terpstra, Faith Baptist Church

Service and Sales are Huge

Faith Baptist Church and School has been an EO Johnson customer for a long time. Terpstra credits the service and sales support from EO Johnson as the reason for the long-term relationship. “Courtesy and reliability are very important to a company’s customer,” she said. **“These are qualities that unfortunately not all businesses hold important, but EO Johnson does and it makes a difference.”**

Faith Baptist hasn’t needed service on their new machine yet, but has been very pleased with EO Johnson’s service on the old machine. “They seem to understand our needs, that we don’t have a back up copier, so when our old machine was down we literally weren’t able to print or copy,” Terpstra said. **“When we needed service the response time was outstanding.”**

Terpstra was contacted repeatedly by another office equipment business, but the decision was to stay with EO Johnson. **“They win hands down with their commitment to customer service,”** she said.



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Added Functionality Makes Things Better

QUICKER COPYING SPEEDS – With multiple people using the machine, quicker copy and print speeds eliminate people waiting at the machine for their jobs to finish or lining up and waiting to use the machine. This is particularly important when the school is in session as school printing and copy needs dramatically increase their volume.

PRINT TO THE COPIER – With a multifunction device providing copying and printing functions, staff can print directly from their computer to the copier/printer. Prior to the new machine, computers printed to a desk top printer and copying was done on the old copy machine. Now, the ability to print directly to the multifunction unit saves the church in printer ink and overall printing costs.

PRINT USAGE TRACKING – The new machine provides for users to punch in a code in order to make copies. This allows the church to track usage. If they are over their allocated number of copies, they know why. Additionally, having exact information on usage assists staff in budget planning.

LESS DOWN TIME – Paper jams were an issue with the old machine. The new unit has fewer areas in the machine for paper jams to occur, and Terpstra has noticed far fewer jams. With the old machine, people often couldn't figure out how to clear the jam so would call Terpstra, taking her away from her work. With the new machine, she is not being called on to clear jams.

PRINTING IN HOUSE – The church and school print as much of their materials as possible in house which provides for cost savings as well as controlling their own print production schedules. Valuable new features that staff are using include duplexing and collating.

Business Profile:

Faith Baptist Church is a family oriented church located in La Crosse, WI. It has a moderate sized congregation, worshipping 150 – 200 each Sunday. Ministries cover a wide variety including a weekly children's program, a youth program, and a bus ministry which provides transportation to people who otherwise would not be able to get to Sunday worship services. Faith Baptist also has a K – 12 school, a K 4/5 program, and a pre-school. The school has approximately 58 students. The church recently celebrated its 50th anniversary.

Jeanette Terpstra of
Faith Baptist Church by
the church's new
multifunction unit



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