

Metropolitan Ministries



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**The Situation**

The people at Metropolitan Ministries are not afraid to tackle big challenges. Every year, they provide one hundred thousand people with food, clothing, counseling services, referrals and more. They provide temporary housing for 41 families and nine single women on their eight acre campus in the heart of Tampa, Florida. A visitor to their busy offices will see scores of children in the resident Head Start program, dozens of men and women working toward a GED or searching for work online, and members of the community reaching out to help the rest of the community.

Metropolitan Ministries is lean and efficient. A core staff of 105 co-ordinates the work of 16,000 volunteers in any given year and manages the contributions of 70,000 donors. To make the most of every dollar and every precious volunteer hour to fulfill their mission is a significant administrative challenge. It means moving and managing information, co-ordinating activities in five different buildings, getting the right material to the right people at the right time, every time. Chief Financial Officer Phil Signore explains, “In addition to 105 workers, we have fifty or so people on campus volunteering in offices, often doing clerical tasks. That involves processing paper. We’ve tried to automate as much as we can to stretch resources and do more with less.”

**Benefits**

- Focus on the customer’s perspective
- Depth of expertise
- Access to solutions from multiple equipment manufacturers
- Breadth of product solutions



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### The Problem

They are also faced with a challenge from an unexpected source: their own copy machines. "We produced 1.2 million copies last year and 600,000 were on one copier," says Phil Signore, "My previous copier vendor never explained that to me. They just kept coming out to repair that machine. They were very quick to come out to repair it, but it was down three to five times a week."

He sensed that something was not right. "I looked at our copier situation. The people who made decisions in the past tried to be very frugal. They leased remanufactured equipment. They felt like they were saving money on the lease costs, but the maintenance cost was pretty high. The abilities of those copiers were limited. We did not have capability to scan to or fax from those copiers." Sensing an opportunity for improvement, Phil was open to suggestions.



### The Solution

Danwood had ideas. The high concentration of workload and repair problems on a single machine, Phil recalls, "was one of the first things Danwood noticed when they surveyed the situation. They knew we had many copies on one machine so one part of the solution was to upgrade that machine to a much more capable machine that doesn't fail. I also appreciated the fact that Danwood understood that by putting in a more capable machine, one that would be able to handle 600,000 copies per year, then they would not have to repair it so often, and they would not have to charge me as much as I used to pay to repair that machine. I appreciate the fact that they pride themselves on that kind of customer service - of trying to match the capability of the machine to the requirement, of trying to reduce the amount of maintenance needed, of trying to keep their maintenance people efficient - because we both win."

Danwood also recognized that part of the solution was not simply making copies, but managing information. "Contracts would come in, lengthy documents of 30 or 40 pages. It used to be that when a contract came in, the first thing you'd do is make a copy for yourself and send a copy to someone who would also make a copy. You might have had four or more copies of that contract in various places," says Phil. "Now, the first thing you do is scan it and email a soft copy of that contract. Now everyone has it at their fingertips because it's on the network. Once you do that and give them a soft copy, they discover they don't need a hard copy. They're happy to file it away where they know they have it when they need it."

Convenience and flexibility are additional benefits. Phil observes, "One of the things we've been able to do with the outstanding quality of the color copiers is that some of the jobs we used to send out we can now do in-house. There are some significant savings there and we get it done quicker. A volunteer might say, 'I wish I could have something for this event next week. It doesn't have to be complicated.' The old answer was, 'Yeah but you better hurry up and do it because I have to send it out right away and put a rush on it and pay someone to do it.' Now it's, 'If you can give me something, I can have our people do it and I'll give it right back to you.'"

Phil reflects on the decision to switch vendors. "Danwood made the right proposal and even covered the cost of the remaining lease payments on the old equipment. When I went back to my old copier vendor and told them that I had a competitive proposal that would provide me with better equipment for less money, and they were not able or willing to compete with that, I knew that something was wrong with the current situation. Either it was not a good idea to use remanufactured equipment where you just can't get the cost down low enough, or my vendor was not willing to be competitive. It was obvious Danwood was willing to do both - provide a brand new technological solution that's efficient for us and them as well as competitive so we're both happy."

### Products Installed and Key Features

Danwood analysts identified solutions for each part of the Metropolitan Ministries organization.

#### 5 Sharp MXM-350N Digital Mono (B/W) Multifunctional Systems

- Speeds up to 35 pages per minute
- Advanced copy, print, scan, and fax capabilities
- Built-in software makes it easy to manage, edit and distribute documents simply and securely

#### 1 Sharp MXM-450N mono copier

- Large 3,100 sheet paper capacity available
- Document filing functions as standard
- Duplex single pass document feeder standard
- High speed of 45 pages per minute
- High quality 1,200 dpi printing resolution

#### 1 Panasonic DP-C405 color copier

- Duplex unit
- 85 sheet feeder
- 2 x 550 sheet trays
- 100-sheet bypass
- Network print
- Network scan to email

#### 1 Kyocera FS4000D mono high speed printer

- 47 pages per minute letter/36 pages per minute legal
- 500 sheet standard paper drawer
- 100 sheet multipurpose tray

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