

Spring Haven Retirement Home



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**Angela Thompson, Business Office Manager,  
Spring Haven Retirement Home**

**Background**

On 17 serenely beautiful acres along the shore of Lake Hartridge in Winter Haven, Florida, 270 retirees share a secure, socially stimulating community. Having spent their working years earning a living, raising children, and contributing to the strength of their cities, towns, and villages, they chose this as their home. A home to foster friendships, enjoy games, crafts, amenities, in security, comfort and convenience.

As a visitor entering the lobby, you sense it immediately. Friends chatting, a grandmother embracing her children and grandchildren, a silver-haired couple out for a stroll in the shade.

Behind the scenes, serenity takes a lot of work. Menus, newsletters, schedules, maintenance programs, work orders, invoices, correspondence - all of them involve printing documents to support the activities of the people who serve this community of elders.

**Benefits**

- Enhanced productivity through speed, reliability, and flexibility.
- Quality imaging in color and monotone.
- Economical use of financial resources through low unit costs.
- Convenience of printing from any location.
- Small footprint ensures best use of tight office spaces.

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**The Situation**

Angela Thompson, Business Office Manager, explains. "Our volume is very heavy. Every week we print 300 resident newsletters, 117 employee newsletters, many senior activity reports, calendars in color for every resident, transportation brochures, plus similar materials for another one of our homes, Southern Gardens."

"Before we switched to Danwood's service, we had dated machines that performed poorly. They jammed frequently and the print quality was not all that good. We could not scan documents. It seemed like there wasn't a day that I did not have toner all over me. I probably threw away 10 shirts."

"When one copier went down, you still had to get your job done, so you would have to use one in another department but then you're getting in their way. If it happened on a weekend, that office may be locked. So if our machine went down or ran out of toner, we were out of commission. Invoices would be late. As everybody uses the copiers, it could be very stressful and chaotic."

"That was another problem," says Angie. "The repair service was very poor. If we needed toner and it did not arrive in time, I would have to drive almost half an hour to Lakeland. Once I found out that they never even sent it."

**The Solution**

Danwood installed four different Sharp copiers, each carefully matched to the needs of the department they serve.

Workgroup Document System	Speed (pages per minute)	Special Features
MX-M450	45	Fast, great copy quality, ease of use
MX-3500N	35	Color, saddle stitching and finishing
MX-3100N	31	Color, account codes, booklet making
AR-M257	25	Convenient, easy to use, great color copy

All are operated from simple control panels with easy-to-read LCD touch screens. All produce crisp, high resolution 1,200 x 1,200 dpi images. All of them can scan images and send them to any network destination as PDF files. Open System Architecture makes it simple to network them with computers and USB devices such as flash drives. It also makes it easy to streamline document workflow.

Angie explains. "Three of them are networked and the fourth one will be as soon as our building engineers wire that part of our facility. Danwood sent a few men to install the machines and show everybody how to operate them. The new machines are very easy to use. It's very convenient to print to them. We get better quality than we can from our printers. There is also a cost saving. Since switching to Danwood, we are saving about \$300 - \$400 a month. We were also sending out the activity sheets to be printed because we could not get good enough quality. Now we can do them in-house and that's another cost saving. And of course, we are able to scan images to pdf when we don't need to make a copy."

**The Outcome**

Angie says, "The new machines are very reliable. So is Danwood's service. The response time is really good if I need toner."

Danwood went above and beyond the call of duty in other ways, Angie notes. "Around the same time we switched to Danwood, we had some staff changes, including our Controller and the whole Accounting Department. Our first payment to the leasing company was not made in time. Danwood came out and went over the whole contract and explained everything. They even paid to have the check sent by overnight express to the leasing company. Danwood have been very good when we made the switch. The people from Danwood made sure we all understood everything. We have been very, very pleased."



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