

Westminster Presbyterian Church



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Connie Wilson, church administrator,
Westminster Presbyterian Church

Background

Westminster Presbyterian Church occupies a six-acre wooded campus in Brandon, Florida just east of Tampa. This vibrant and diverse community of faith, founded in the early 1960s, is comprised of 150 families. In addition to Sunday worship services, the church offers a youth ministry and a pre-school.

The pastor, church staff, and volunteers recognize and embrace the creative use of technology in their ministry and administration. As a non-profit institution relying on donations, they are particularly prudent in the use of financial resources and expect value for their members’ money.

Connie Wilson, church administrator with extensive experience in project management, explains, “We came out of a five year lease in 2006 and started looking at various copiers because we knew our lease was up that January. So we started in October. Several people made presentations that did not impress me.”

The incumbent vendor also directed her not to speak to competitors. For Connie Wilson, “It was like waving a red flag in front of a bull.”

“Danwood America came in and explained the wonderful work they were doing with churches. The president visited and took a long time to understand our needs because they are very different. There’s the church administration and ministries, and there is a pre-school and “Mothers Day Out” program. On the church side, we do a lot of ledger size material, double-sided, tri-fold with inserts, things of that nature. But on the pre-school side, they do all kinds of creative things, such as things for the kids to paint.

Benefits

- Attention to customer needs
- Value-added service
- Cost-effective technology



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"Danwood was wonderful in showing us how we could meet all of those needs, but obviously price was a concern. They were very generous in allowing us to test the machine before signing a contract. They gave us free copies and a lot of incentives, which the other companies did not do. They even helped us pack up our old machine and ship it back. The previous company wanted to charge us \$1,200 to pick up the machine. Danwood did it for \$250. They helped us shrink wrap the machine and had their own truck going wherever the machine needed to go. Danwood did everything to go above and beyond customer service. They have a great machine. They have exceptional customer service. If we have a problem, they take care of it promptly. Mike is our service technician - and he's fabulous. Sometimes he can walk me through a problem over the phone to fix it. Sometimes he gets over here as quick as he can. Particularly if it's Thursday and I'm running the bulletin because he knows that's drop dead time for me - I've got to have it. There are not enough good things I can say about Danwood and my Panasonic machine."

One of the church's ministerial treasures is an extensive library of sermons, many of them old and existing only on paper. One of Connie Wilson's duties is to assist Pastor Wes Holland in locating sermons on a particular theme. She tells it best in her own words: "Bless Mike's little heart! I have three large tubs like this of sermons and I wanted to scan them in. Pastor Holland has more than 30 years worth of material printed off, some of them with hand written notes. In 15 minutes, Mike got the Panasonic set up to scan documents to go directly to my computer. I give the document a name and pop it in a file and it pops up like magic. The pastor may ask me to find something on, say, "Goodness as a Morning Cloud", I find it and put it on the shared drive. That's an application I had not even considered."

The Outcome

Danwood America enjoys an enviable reputation for providing exceptional technology to fit any customer's needs and budget. In the case of Westminster Presbyterian, Danwood provided a Panasonic 354 full color multifunction copier to network with the church's computers and local area network.

The device affords advanced features for sophisticated applications without sacrificing simplicity, and up to 35 copies per minute to enable church administration workers to perform high volume tasks efficiently. All of this provided on a small footprint to fit in a corner of a compact print room - and stay within the church's budget. The starting point of a great solution is great listening.