

## Word of Life



### Background

Word of Life Fellowship is not a church; it is a ministry that works alongside churches. With its world headquarters in the Adirondack Mountains in New York and a 550-acre campus in rural west central Florida, its dedicated staff and network of guest lecturers, Word of Life supports ministries in 65 countries. That is no small undertaking.

Tom Headlee, Florida Ministries Administrator, explains. "We maintain a conference center, a one-year Bible Institute, an RV Park for seasonal residents, a youth camp and a variety of ministries. We have a performing arts center that host two major stage productions and many concerts. Supporting all that we have a maintenance shop, library, guest housing, and recreational facilities. We have a service center that does a lot of our printing; much of the design work is done in New York and sent to us over the internet to print. We print brochures for our productions or promotional pieces for all events and activities. Throw in 125 students and 4,000 summer campers in June and July and you're talking about a lot of work and a lot of coordination."

That kind of coordination does not come easy. Each of those guest lecturers creates a specific syllabus. The syllabus may change at short notice to meet changing needs. The burden of meeting those needs falls on Tom Headlee and his staff - who rely on their equipment.

### The Problem

"We had some difficulties with our previous vendor", recalls Headlee. "We had at least half a dozen vendors out looking at options and opportunities for us. Danwood were the best fit for our needs, they understood the issues, and understood the urgency to make that happen in a timely fashion. They were persistent in bringing that to where we could present it to the leadership in New York and then get us to the point where we could become functional again."

"I was the 'on the ground person' looking at the problem. We had to be sensitive to our board in New York, to reassure them that we would not to repeat mistakes of the past."

"Danwood were good. We had old equipment that was not working and had not been serviced. We were down to only one or two printers that were working at all, down from half a dozen originally. Danwood were most helpful and provided some machines to get by while we were working on a solution. We had other vendors out, but they were trying to take us in a direction we were not willing to go. Danwood best understood what we needed, what we wanted, and how to put a package together that would work for us."

### Benefits

- Insightful analysis of your needs, no matter how complex.
- Time and labor savings through technical solutions calibrated to the needs of your organization.
- Prompt, reliable service.
- Peace of mind from stability and corporate commitment.



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### The Solution

"We have five different buildings on the property that house the printers and copiers—the maintenance office, the library, camp office, Bible Institute office, and the service center. Danwood scaled the machines to meet their various needs. All of them are networked, so if I want to print to the youth camp printer, I can do it from my office. If they have a big job and don't want to do it on their small printer, they send it to the service center and they box it up for them. Because we have the networking, we can copy, print, scan, send. That increases our efficiency in what we do."



When asked about how he feels about machines themselves, Headlee does not hesitate. "So far they've been outstanding. For all of our machines—we've made about 200,000 copies in a very short period - we've needed only two service calls. And one of those was for a piece of paper stuck in a machine and we did not know how to get it out! We have been very satisfied with the quantity and quality. You have to realize that just one Bible Institute syllabus can come to 8,000 pages. Yet we have not had any complaints from the staff from the day we put the machines in. When you compare the capabilities promised and what they are delivering, it comes down to an excellent job."

Headlee reflects on why the results are so satisfactory. "We took the time to find out what every staff member needs, would like, and what can we afford to give them. We went to them and explained that we want to give them what they needed, but these are

my budget parameters. When you put all those things together, I've had no one come to say they are unhappy. In fact most are beyond happy because this is new technology. We used to have to do one sheet, one scan at a time. Now I drop 30 sheets on the machine and foom! They're done. There are just so many things that the new equipment has done to speed up and make things easier, and we kept it all within fifty bucks of our monthly spend."

No machine - no matter how advanced - is perfect, and that's why service matters, especially in light of Word of Life's earlier problems. Headlee is clear. "In the time we've had these machines from Danwood, we've printed about 200,000 pages. The two service calls were answered within 4 business hours. If I called at 4:30 in afternoon, they'd be in my door at 8:30 or 9:00 am. If I called and said this is a job stopping problem, they'd be here right now. They've been very, very good with us."

### Sharp MX620N

- Copy speed 62 ppm B&W
- 600 x 600 dpi monochrome output
- 150-Sheet Duplex Single-Pass Document Feeder
- 8.9" touch-screen LCD display panel
- Job Build capability allows up to 10,000 pages to be combined into one document.
- Large 6,600 maximum on-board paper supply (3,100-sheet standard)

### Sharp MX450N

- Copy Speed 45 ppm
- 1200 x 1200 dpi monochrome output
- 50-sheet duplex single pass feeder
- Original size 11 x 17 max
- Optional 2,500-sheet on-board paper supply
- Fast warm up and first copy out time
- 40 GB HD with document filing system

### Sharp MX3100N

- Copy Speed 31 ppm colour and mono
- 1200 x 1200 dpi color output
- Original size 11 x 17 max
- Large paper capacity, up to 5,600 sheets (with options)
- Cover page printing, overlay print and pamphlet print
- Easy-to-use print drivers

### Panasonic DP-190

- Copy Speed 19 ppm
- Monochrome Printer
- Duplex copy / print, Copier/Printer/Scanner/Email/Fax
- Flatbed color scanning