

Hendersonville Church of Christ



Aging office equipment replaced with reliable leased print and scan machines



Customer	Hendersonville Church of Christ
Industry	Faith-based nonprofit
Solution	Leased print and scan equipment with service and support

The Challenge

The office equipment at Hendersonville Church of Christ had gotten old. One printer in particular was breaking down more and more often, and the problem was getting harder to solve. Replacement parts were scarce and service was difficult to schedule, so every repair took longer than it should have.

For a church office, that is not a small thing. Bulletins, programs, member mailings, and scanned records all run through the same few machines, and when one of them falters, the whole week's work feels it.

“Our equipment was older; one printer was having problems more often. Parts and service were getting more difficult to find.”

Cheryl Wilson, Hendersonville Church of Christ

The Decision

A Novatech salesperson reached out to earn the church's business. Instead of leading with a product list, he started with how the office actually worked: what gets printed, how often, at what volume, and by whom.

Two factors decided it.

The financial fit. Lease pricing and terms lined up with what a church budget can carry, which matters for any church signing on for several years.

The equipment fit. The machines he proposed matched the church's real workload rather than costing more than needed or falling short of it.

“The price and terms of the lease were more in line with our needs. The equipment was also a better fit for us as well.”

Cheryl Wilson

Wilson credits the salesperson directly. She says he knew the equipment well and gave the church the best fit for the way they work.



The Rollout

Church offices rarely run all the same gear. Staff and volunteers bring the computers they have, so Novatech technicians had to connect a mix of Windows PCs and Apple machines over wireless.

The install went smoothly, and it was built to outlast install day. Technicians walked the team through adding the printer to a device and supplied the drivers needed for a clean connection.

“Since the original setup, new user devices have been added without a problem, and without having to get the technicians involved.”

Cheryl Wilson

Instead of a service call every time someone joins the staff or replaces a laptop, the office handles it in house.



The Results

The main outcome is the simple one.
The equipment works.

"We now have very reliable equipment. On some days, our printers are heavily used, and they handle both large and small jobs."

Cheryl Wilson

Two features have made a daily difference beyond uptime.

Faster, better-sorted scanning. The keyboard on the main printer lets staff enter file details right at the device, so scanned documents arrive named and organized instead of piling up as numbered files to sort out later.

Clearing jams without a call. When paper jams, the machine displays the steps clearly enough that most staff can clear it themselves. What used to mean a call and a wait is now a short interruption.

Wilson says reliability is where Novatech went past what she expected. She calls how the equipment holds up impressive.

Ongoing Support

No equipment runs untouched forever, and the church has had reason to call.

"Each time, our needs were resolved promptly and professionally. I also like the online interface for service calls when needed."

Cheryl Wilson

Service has been same day in some cases. In others, Novatech sends updates that keep the church posted on progress. For an office with no IT staff, knowing where a request stands is worth nearly as much as the fix.

The Recommendation

"Novatech has been easy to work with. They are very responsive to anything I've had to reach out to them about."

Cheryl Wilson

Her advice to anyone weighing their options is direct.

"Give Novatech an opportunity to earn your business."

Cheryl Wilson,

Hendersonville Church of Christ



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