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# Customer Success Story

## Poole Waterfield

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#### Overview

Poole Waterfield, a leading firm of accountants and tax advisers in the Midlands, sought to upgrade their print solution as their existing device was nearing the end of a 5-year contract. They have been collaborating with EBC Group for nearly a decade, having initially switched due to dissatisfaction with their previous supplier. The decision allowed Poole Waterfield to take advantage of cost savings over their previous supplier.

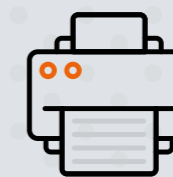
EBC Group ensured a seamless transition by pre-installing the new photocopier's settings, minimising disruption during installation, which took less than 30 minutes. Poole Waterfield's long-standing relationship with EBC is marked by consistent, high-quality service and the benefit of a dedicated account manager. The firm values the professionalism and friendliness of EBC Group's staff, reinforcing their positive experience over the years.



#### About Poole Waterfield poole waterfield

Poole Waterfield is one of the Midlands leading firms of accountants and tax advisers. They have been delivering the highest standard of pro-active accountancy, tax and business solutions for over 70 years.

They will always put their clients success at the centre of everything they do and will give the same attention to detail, focus on service and commitment to exceeding expectations regardless of the size or complexity of a business.



#### Switching to EBC Group

Almost a decade ago, Poole Waterfield decided to switch to EBC Group for their managed print services. They found themselves at the end of a 5-year contract for their existing printing devices. While the old photocopier was still functioning adequately, the company decided it was an opportune moment to explore newer technology and upgrade their equipment. This decision was driven by a desire to maintain operational efficiency and take advantage of advancements in printing technology.

EBC Group supplied Poole Waterfield with an upgrade to a brand new, updated version of their previous photocopier which proven to be financially beneficial as well. This was a win win situation for Poole Waterfield as not only do they now have upgraded equipment, but they were also able to reduce the cost of their bill over their previous supplier. This reduction in expenses, coupled with the enhanced features and capabilities of the new device, has created a highly favourable outcome for Poole Waterfield, underlining the benefits of their proactive approach to equipment management.

After approaching EBC Group, Poole Waterfield were invited to the showroom at EBC's head office in Halesowen, where they were able to discuss their specific needs in detail. This thorough consultation led to a successful partnership. EBC Group ensured a seamless transition by pre-installing the settings on new photocopiers before delivery, significantly reducing disruption during installation. The most recent installation took no longer than 30 minutes, demonstrating the efficiency and professionalism that have made EBC Group a highly beneficial partner for Poole Waterfield.

*“We are more than happy with the service we have continued to receive from EBC and I think being associated with them for almost 10 years is a reflection of this.”*

*We have always had a good relationship with EBC, its re-assuring to have the same account manager to contact when required, but at the same time knowing that in their absence there will always be someone on hand to help. I have got to know a number of EBC staff over the years and find them to be professional and friendly at all times.*



### Sales Enquiries

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