



## Case Study

# Company profile

Eaton House Schools is a distinguished group of single sex schools for boys and girls aged 2-13, known for providing an academically rigorous yet nurturing education to its pupils. With a history dating back to 1897 the group now operates 5 schools over 2 different sites and is known as being feeders to some of the greatest schools in the UK.

“The communication was clear, we knew exactly what to expect, it was very well planned”

Liam Corbett  
Bursar for Eaton House Schools

# The challenge

Eaton House Schools had worked with their previous print provider for several years, but over time the partnership became less effective. The school was left managing a mismatched fleet of ageing machines that required frequent repairs, alongside newer devices that were proving increasingly expensive to run. The newer, more expensive machines were causing a cost increase of 10% during the last 2 years of the contract, with the price per print continuing to rise all the time.

## 3 main goals of the project:

- An upgrade to a fleet of newer, high-quality devices.
- Achieve a reduction in overall costs across the term of the project.
- Introduce higher-speed devices, enabling large print jobs to be completed more efficiently.

When it came time for Eaton House Schools to change their print provider, they considered 4 vendors and ultimately chose SOS Systems for a multitude of reasons. The equipment SOS Systems were able to provide was much more advanced than those of the other suppliers. Eaton House Schools also had previous working relations with a key member of SOS Systems, Elliott Shepherd, and valued his up front, honest nature during the tender process. Ultimately, SOS Systems were chosen as we were best positioned to support their goals for the project.



# The installation project

After being awarded the tender for Eaton House Schools, SOS Systems devised a detailed plan to implement a Canon fleet of 19 devices — 12 A3 MFDs and 7 A4 MFDs — across both sites, serving all five schools. The SOS Systems team visited to assess requirements, recommend the most suitable devices, and strategically plan placement for maximum efficiency, alongside mapping out the installation process. Despite the challenge of narrow staircases throughout the buildings, the team of SOS engineers managed the entire installation seamlessly from start to finish.

From Eaton House Schools perspective the installation process was very smooth, and they appreciated the clear communication throughout the project. They knew when engineers would be arriving, what machines they would be replacing and took care of all the details in a professional and well thought out manner. Liam Corbett, Bursar for Eaton House Schools key take away when reflecting on the installation process was that “the communication was clear, we knew exactly what to expect, it was very well planned”.



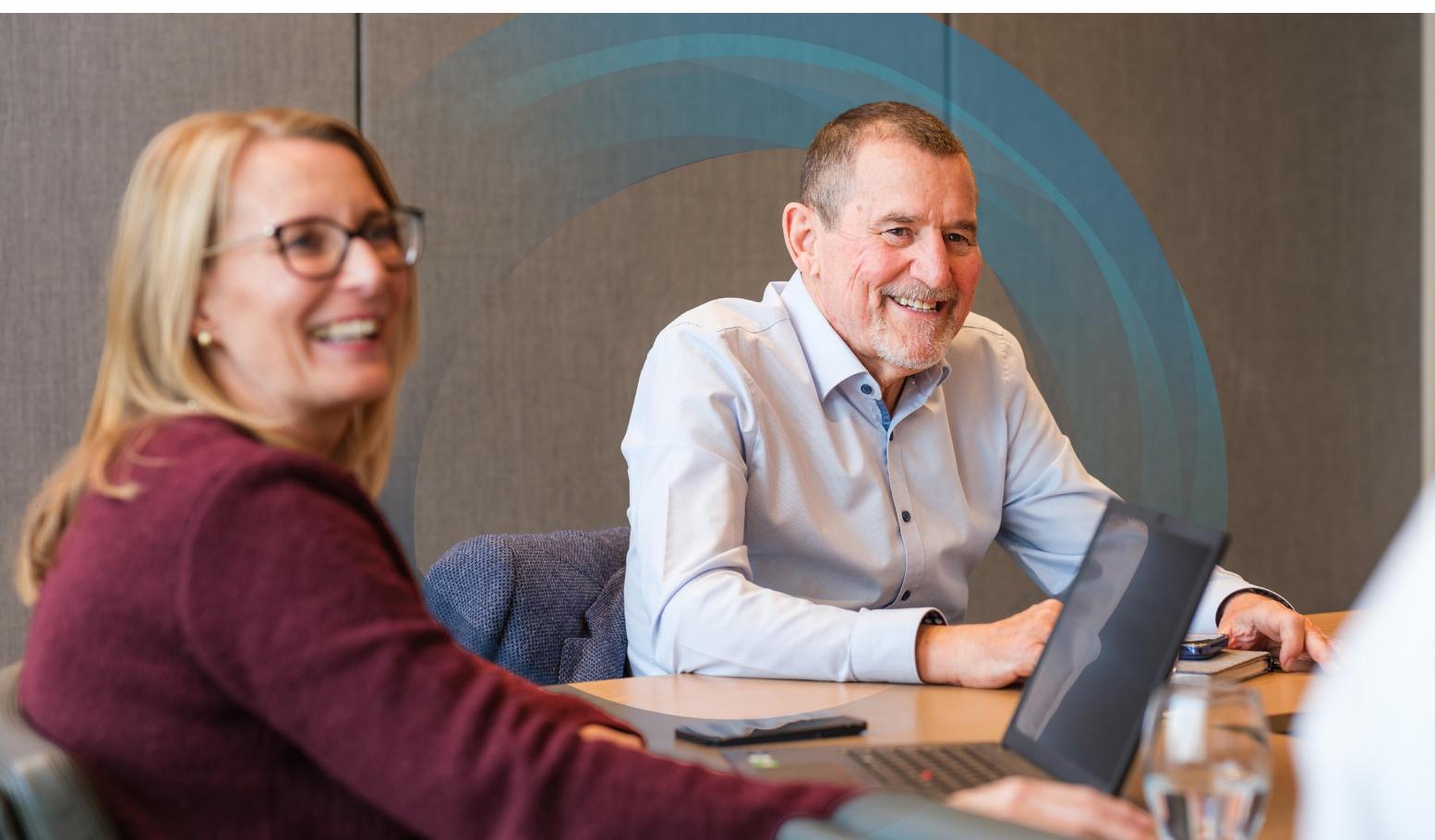
**Higher quality devices**



**Service excellence**



**Cost savings**



# The outcome

After a successful deployment process, Eaton House Schools have been reaping the benefits of working with SOS Systems.

Liam Corbett, Bursar for Eaton House Schools, explains that one of the key benefits noticed by staff across the group is the speed of the devices. This was a major goal of the project, and it has been achieved thanks to the quality of the machines. In an education setting, teachers rely heavily on these devices, and the volume of work they handle is substantial. The machines have also proven to be incredibly robust, with a 99.8% uptime of the devices achieved since deployment.

We asked Liam Corbett, Bursar for Eaton House Schools about what it is like to work with SOS Systems, and he described us as being very professional and knowledgeable in all we do. Something we take great pride in. Whilst being recognised for our expertise, he highlighted the friendliness of our team. Liam Corbett explained that it feels like there is a personal touch to the service we provide and how they do not feel like just another number to us.

Reliable, top-quality devices alongside exceptional customer service have created a strong, dependable relationship where Eaton House Schools are continually benefiting from working with SOS Systems.



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