



Case Study

Nuffield
Foundation

Organisation profile

The Nuffield Foundation is a charity that aims to improve the social and economic wellbeing of not just individuals, but families and communities within the UK. They do this by addressing the UK's biggest social challenges by funding research, producing evidence and supporting decision-makers to implement solutions that truly improve people's lives.

The problem

Before 2022, Nuffield Foundation had no managed print systems in place. When they were introduced to their previous service provider, the prospect of moving to a cloud-based solution was an exciting step forward. However, the reality quickly became challenging. The previous software proved unreliable, and support was inconsistent with lengthy delays and unclear ownership between suppliers often resulting in one to two weeks of downtime before issues were resolved.



The solution

The Nuffield Foundation required a new solution to suit their business needs and overcome their challenges. Nuffield Foundation's longstanding IT support Ramsac recommended SOS Systems for their upcoming project, as they have seen first-hand the great service provided by us for some of their other clients.

After reaching out to SOS Systems, Nuffield Foundation worked closely with our team to explore a range of print management solutions. Through a detailed consultation and demonstration process, we assessed each option carefully, weighing up the pros and cons of different software platforms. uniFLOW Online quickly stood out as the most suitable choice and Nuffield Foundation felt confident moving ahead.

Nuffield Foundation's project goals were:

- Reliable print hardware with an integrated print management system.
- Heighten security measures surrounding print.

- Better customer service experience from the provider.
- A single, trusted provider. Eliminating the need for third parties, ensuring direct and consistent service.

Nuffield Foundation quickly recognised SOS Systems as the right partner to take their print management forward.



Service excellence



Heightened security measures



Digital transformation



The installation project

From the outset, Nuffield Foundation found working with SOS Systems refreshingly straightforward. As a UK based company with engineers operating in London, we were able to provide a fast, efficient, and hands-on service throughout the process.

For this project, Nuffield Foundation were set to receive multiple Canon C259i devices supported by uniFLOW Online. Having previously experienced poor installation projects with other service providers, they were understandably cautious. However, working with SOS Systems was different from the start.

Before installation, every device was fully preconfigured and ready to deploy, allowing for a seamless, efficient rollout. Elaine Graham-Leigh, Information Systems and Data Manager, explained that based on past experiences, she had set aside an entire day to manage potential issues. Instead, the installation was completed within just a couple of hours, leaving Elaine delighted with how smoothly everything ran and with an unexpected afternoon back in her diary.



Benefits of working with SOS Systems

From the off Elaine Graham-Leigh, Information Systems and Data Manager for Nuffield Foundation has noted the stark difference in working with SOS Systems compared to previous service providers. The communication has been clear, and Elaine is happy to finally have a “resilient solution that will work”. The knowledge that SOS Systems are easily contactable leaves Elaine feeling confident that any potential obstacles that occur will be swiftly resolved without fuss.

It was noted the friendliness of the SOS Systems staff throughout the whole process, and their knowledge and expertise were evident. The personal touch element has been a game-changer for Nuffield Foundation, knowing they have go-to contacts at SOS Systems that they can rely on and feel confident in trusting SOS Systems to give them the right advice.

Nuffield Foundation continue to thrive, supported by SOS Systems comprehensive print and software solutions.



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