



**FAITH-BASED  
RESOURCES  
&  
SUPPORT**



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## FAITH-BASED RESOURCES & SUPPORT

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Cobb works with over 400 faith-based organizations throughout the state to provide solutions that save time and money. Every organization is different, and there is no “one size fits all” solution. Through a consultative approach, our specialists will determine which options are best for your organization and work to build a custom-made plan of action.

At Cobb our equipment suite includes award-winning solutions from industry-leading manufacturers. Our right-fit approach means your organization gets exactly what it needs to succeed. Whether it’s scanning, stapling, and three-hole punching, or amazing color quality and high speed printing, we match your needs with the ideal solution.

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“ Everything I've ever needed has always been taken care of and the customer service has always been great. ”

–Matt Shelton, Media Supervisor, Celebration Church & Outreach Center





“ I love the Konica Minolta. I love the quality of the copies and how easy it is to use... ”  
This is our third leasing with [Cobb] and I wouldn't keep coming back if I didn't think it was the best for the church and the easiest to use...Pricing has been good.

— Charlotte Miller, Mechanicsville Church of Christ



## ADDITIONAL RESOURCES

### DOCUMENT MANAGEMENT

Using industry-leading software solutions and a consultative approach, Cobb delivers workflow, content, and even process management opportunities that make data intelligent. For our faith-based organizations, document management helps organize information, keeping content safe and secure. The document management product line helps eliminate printed material expenditures while delivering long-term value.

- DOCUMENT SECURITY
- BACK-UP & RECOVERY
- REDUCED WASTE
- FASTER DOCUMENT ACCESS
- CONTROLLED COST

### MANAGED IT SERVICES

Cobb's Managed IT Services is the worry-free IT investment for any organization. We handle all of your network and IT needs with 24/7 network monitoring. Specializing in preventive support, we can manage firewalls, servers, and network devices, as well as your software and other programs important to your day-to-day business. Don't waste time calling your internet provider – let us fix the problem for you. Through our extensive partnerships, we offer the resources, experience, and support demanded by many organizations.

- FREE NETWORK EVALUATIONS
- INDUSTRY TRAINED EXPERTS
- SUPERIOR IT SUPPORT
- 24/7 NETWORK MONITORING
- SYSTEM UPDATES/ MAINTENANCE

“ Cobb Technologies does a great job of following up, calling, and being proactive to ensure our equipment is working like it's supposed to, which is important since we do most of our printing at the church now. ”

— Rebecca Valerio, Cool Springs Baptist Church



5200 Grove Ave • Richmond, VA 23666

# Making a case for excellence St. Giles Presbyterian Church

This case study was reviewed and approved by St. Giles Presbyterian Church in Richmond, Virginia, 2015.





## ST. GILES PRESBYTERIAN CHURCH

### PROBLEM:

With a membership of nearly 400 followers and a large, active congregation, St. Giles Presbyterian Church, in Richmond, needed something more than just a standard copier to fulfill its printing needs. Like many faith-based organizations, St. Giles requires easy-to-use equipment that reliably produces flyers, bulletins, announcements, and other printed materials. Initially the church had contracted with a large, well-known service provider who installed equipment with many of the key features required by the church's staff. However, on-going issues with the equipment and the service provider soon became problematic.

St. Giles' Publications Secretary, Liz Maybach, described the original equipment as "not user friendly," sometimes having "leaky print cartridges, jammed paper, and poor color registration."

"There were not any service personnel who knew enough about the machines to effectively solve all of the issues." According to Liz, when the church needed support with the design capabilities of the copier, the service company would send in someone from a distant city, like Virginia Beach, and charge unscheduled fees to resolve the problem. Though the church had a normal contact for the use and size of their equipment, the unexpected errors created additional cost. Because of this, St. Giles was not provided with an adequate amount of service and support for their printing needs. As a result, St. Giles had to do a lot of problem solving on their own to save money.

"I would have to dig to find answers, which is very time consuming especially when there are deadlines that need to be met." Due to the ongoing issues, St. Giles elected to find a more attentive service provider who could reliably solve their unexpected issues while saving time and money.

Soon after the decision was made to hire a new vendor, Cobb Technologies submitted a proposal to replace the church's problematic equipment and costly service calls. According to Liz, Cobb "saved the day." "With only minor maintenance to-date, Cobb's team is always able to find a solution in a reasonable amount of time."



## ST. GILES PRESBYTERIAN CHURCH

### SOLUTION:

Cobb Technologies provides St. Giles church with “quality service and exceedingly fantastic machines”, says Liz. In addition, St. Giles was able to get their new Cobb equipment faster than anticipated because Cobb bought them out of their old contract.

“Cobb’s service team does a fantastic job explaining how to use equipment; they do not just drop off the equipment and leave. When you first sign a contract, it’s like they move in. They are [with you] until you feel comfortable with [the product].” Cobb’s team is dedicated to going the extra mile, ensuring St. Giles is satisfied with the equipment. Even after Cobb installed the product, “service techs would call and ask if I was alright” and they would ask if they were needed to make an on-site visit to the church to make sure St. Giles’ personnel understood the usage of the copiers and how to fix any problems that should arise. “Both the service team and solutions team at Cobb went beyond expectations,” she admits. The employees at Cobb Technologies are “always honest and straightforward.”

Cobb Technologies continues to empower St. Giles with excellent service. Liz and her co-workers are impressed with Cobb’s service team. “They are fantastic! I have nothing negative to say” ... “There are no reasons why St. Giles [or myself] would be hesitant with using Cobb.”





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