



ELITE GROUP

CASE STUDY

Wirral Based Company, 2020.

"Elite advised us on what copiers were best for our needs and followed it up with an after sales service plan, we have been kept informed throughout our contract of our usage, and when it was time for upgrades or changes. We can't fault Elite's recommendations, they have helped improve efficiency and reduce our costs ." -

Office Manager

STAFF TRAINING

Our knowledgeable Elite Team are always on hand to provide help and advice should you need it.

"Ongoing employee training has helped staff get a better understanding of the machines, they have now gained confidence in using the devices. Elite are always happy to provide extra advice over the phone if any of the staff have any questions."

TRIPLE CLICK

"Our account manager made us aware of 'Triple Click' which we certainly had never heard about. Elite was able to prove to us that we were being over charged because of this."

'Triple Click' see's schools and businesses pay 3 times more than they should be paying for colour copies. Trust between the supplier and customer is vital, so Elite are trying to stop businesses from being caught out with this unethical way of billing.

CUSTOMER SERVICE

"The team are friendly and professional, and all the staff we have dealt with have been highly knowledgeable. Any issues we have had the team have managed to fix them remotely, fantastic service." - *Office Manager.*

AT A GLANCE:

- Staff Training
- Knowledgeable Staff
- Saved from Triple Click
- Advice from the professionals

