




# Catch22

## Multi-Functional Devices and Digital Solutions Case Study

**catch  
22**

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## Catch22 Case Study

# The Challenge.

We had the opportunity to speak with Jean Davis, Workplace Business Partner in Corporate Services at Catch22, to gain deeper insight into their experience with our Digital Team and Multi-Functional Devices solution, Jean was happy to share her thoughts.

Catch22 have been working with Procurement Services for over twenty years and were originally introduced to the government framework which would allow us to procure our MFDs at a set, government negotiated price. We have office bases spread across the UK and deliver a wide range of services to the public sector, including Restorative justice, Drug and alcohol abuse, Employment and training, running special needs schools, County Lines, Victims Support, to name a few, and all depending on need and requirement in the area.

As a registered charity, we are government and local authority funded to run our services, and that funding can, on occasion be stopped. We could run a successful service for two years but then when we reapply to bid for it, be outbid by another organisation - subsequently losing funds and resulting in having to return our MFDs.



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# The Solution.

Unlike what we'd consider a 'normal' MFD agreement, which tend to be 'lease agreements' Procurement Services offer contract agreements which have a clause in them that is particularly important to us as a government funded organisation. The clause states that if we were to lose a service and therefore lose funding, we can give back our MFDs without having to pay a termination fee, we'd just have to pay for the most recent quarter.

If we were in a lease agreement, we'd be expected to pay out the rest of the contract duration, be it one year or five years, but with Procurement Services we only pay for the last quarter, saving vital funding for us. It's details like this that really make all the difference for us, as we could lose a service or funding at any point, so being safe in the knowledge that there are no hidden costs or expectations with Procurement Services is one of the main reasons why we continue to work with them after twenty years.



We've been approached by many photocopier companies, but they can't negotiate and bring the cost down to the same prices that Procurement Services are able to supply to us via one of their awarded suppliers, Ricoh.

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# The Benefits.

Something that really stood out for us is the customer service that Procurement Services provides, Cameron is our account specialist and if we have any issues, we know we can go straight to him, he is very forthcoming and will go the extra mile to find solutions to problems and answers to questions.

The customer service provided by the Digital Team is second to none, our original account specialist was Hazel, and when she moved to a different area within the Digital Team both herself and Cameron were completely transparent with the change, handover and fine details – which you wouldn't get from other companies. Even if Cameron is out of office, Hazel is still always available to answer any questions for us, which really makes a difference.


We like that we, as a customer, are not just left sitting there, Procurement Services are proactive in trying to save us money – despite us already saving money by working with them!

We've never had an issue with anyone at Procurement Services, they are so customer service focused and have always been extremely helpful, timely and have a 'can-do' approach.



To other organisations seeking MFDs and Digital Solutions, always consider Procurement Services, because what you see is what you get. There are no hidden fees, everything is made clear from beginning to end and you're always kept up to date with new government frameworks that could benefit you.

Procurement Services are not there to catch you out, they only want to save you time and money, with a smooth, customer friendly service.



## Smarter Print Solutions

### Compliant, Safe & Best Value for Money

Discover a better way to manage your print strategy with our DfE Approved Multi-Functional Devices and Digital Solutions framework, designed specifically for education and public sector organisations. Trusted by schools across the UK, our framework delivers flexibility, transparency, and long-term value - without the surprises.

You'll have a dedicated account specialist throughout the entire process - from initial consultation to contract completion and renewals. We're here to help you find the right solution and manage your contract every step of the way.

Our team handles all supplier interactions on your behalf, including complaints and queries, saving you valuable time and resources.



**With us, you can focus on your priorities while we ensure everything runs smoothly.**

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