

## OVERALL SOLUTIONS

- Lease End Positioning
- Copier Contract Structure
- Contract Pricing Review
- Copier Contract Negotiation



## CUSTOMER PROFILE

Industry: Ministry  
Locations: South Florida  
Employees: 200  
Congregation: 15,000  
Founded: 1917  
Web: [www.cfmiami.org](http://www.cfmiami.org)

## CHALLENGE

- Enhance the Congregation experience while lowering total monthly operating costs

## SPECIFIC SOLUTIONS

- Vendor proposal evaluations
- Vendor pricing evaluation vs. street price
- Lease and Maintenance Agreement review
- Best and Final Offer
- Contract Structure Negotiation
- Final price negotiation
- Contract Finalization

## RESULTS

- Christ Fellowship saved 21% in hard costs on their equipment from the Best and Final Offer with their Vendor of Choice. Return on Investment was immediate.



# CHRIST FELLOWSHIP ACHIEVES ITS GOALS BY ENGAGING WITH XIPPA

## The Outcome Is Better Than Hoped For



Christ Fellowship is one of the Nation's largest Megachurches with more than 10,000 attending one of its six campuses each week plus those that attend its online campus.

Christ Fellowship Church is committed to making Disciples and is known and respected in the Church community for their leadership and excellence in technology and business platforms. The goal for Christ Fellowship in supplying central operational services to its multiple campuses is to provide the excellent quality in operational services as well as to control overhead.

Copiers are one of the larger expenses of church office equipment and they are mission critical to the weekly activities of the Church as well as its many ministries and partnerships. Reliability, color consistency and speed are required. The Church set out to increase their current level of machines and of service levels to accomplish their goals.

Deborah Sutton, Chief Financial Officer and Director of Operations as Christ Fellowship had a two part strategy. Part one was to engage multiple vendors to study their needs, make recommendations and final proposals. The second part was to contact Xippa for final contract review and negotiation to insure the church would receive the best price possible on the desired equipment from their vendor of choice.

Deborah pulled out a publication written by Nick Nicholaou of Ministry Business Services, Inc. about an attorney who negotiates copier contracts. Deborah had saved the article for several years, waiting to engage with Xippa when the time was right.

Equipped with vendor proposals in hand, Deborah contacted Xippa 90 days before her current contract was up and the review began. The final contract reduced equipment costs by 21%.

## The Challenge

Christ Fellowship desired to raise the quality of their internal print productions and wanted to lower their total monthly cost of ownership and avoid the added irritation and cost of finding things in the fine print, often missed in the complicated contracts provided by the copier industry. To do so, Christ Fellowship needed to replace their "non-production" copiers with "production" level machines for better quality and speed.

"nonproduction" to "production" level machines, the overall costs go up unless volumes increase, which was not the case.

The monthly cost of ownership with Christ Fellowship's final proposal from their Vendor of choice was the cost neutral with their current contracts. This was the best they able to achieve on their own, but were still concerned about hidden costs and requirements at the end of the contract as they had previously experienced.

Normally, when upgrading from

## The Solution

While Christ Fellowship followed their traditional Request for Proposal process for evaluating vendors, The Christ Fellowship -Xippa Team executed on the Xippa seven step plan:

1. Define Christ Fellowship needs and statement of work.
2. Define criteria for desired changes in the final Vendor of choice proposal.
3. Prepare pricing analytics and contract structure enhancements.
4. Define Supplier "Gives" and Customer "Gets."
5. Perfect the specific negotiation positions.
6. Negotiate the pricing and contract structure with Vendor of choice.
7. Finalize contract and pricing specifications for final signage.

"I was somewhat skeptical as I have been involved in copier contract negotiations every 3 to 5 years over the course of my 26 year career and I always felt challenged to work through the lengthy contracts and work the best possible deal for my church. After being an "insider" to the Xippa negotiation process and understanding how the copier industry really works, I learned a lot and wished I had known about Xippa before now. What a great experience."

**Deborah Sutton, CFO,  
Christ Fellowship Church**



*"I had a concern about paying fees for future savings out of current cash flow. The savings Xippa achieved for us were not only substantial but immediate, so their fees did not impact current cash flow at all. All fees are 100% performance based so there were no charges until savings were found – then the Church and Xippa both get a percentage of the savings. It's a Win-Win business model and a fantastic partnership."*

**Deborah Sutton, Chief Financial Officer, Christ Fellowship Church**

## The Results

Christ Fellowship saved 21% on their equipment from its best proposed price with its vendor of choice and the final contract from its best proposed price. Consequently, this 21% lowered the overall monthly operating costs by 11%.

Christ Fellowship increased contract flexibility in case it's business shifts up or down and/or applications change over the term of the contract.

Christ Fellowship achieved its goal of providing excellent quality in operational services to their campuses and controlling their overhead.

*"There are a number of contractual areas, terms and conditions and leverage points that the copier and printer vendors use that need to be neutralized or removed in a contract or lease. Our negotiation of these have no "hard dollar savings" attached to them but are covered in our pure contingent fee structure."*

**Wade Cascini, President & Founder, Xippa, Inc.**



*"We would never have achieved our goal of leasing the highest quality production equipment while controlling overhead without engaging with Xippa – I would strongly recommend using their services as there is absolutely no downside. Wade Cascini is an Attorney with 25 years of copier industry knowledge and you are in good hands with him working for you. He will insure that you are not being taken advantage of and will get you a better deal."*

**Deborah Sutton, CFO, Christ Fellowship Church**

See us at:  
**[www.Xippa.net](http://www.Xippa.net)**