

Meet Shirley Strachan

Meet Shirley Strachan one of Danwood Scotland's core personnel. Many of you will have heard Shirley's dulcet tones on the phone when ringing into the office or had the pleasure of meeting her at Danwood's Peel Park premises in East Kilbride. Eternally cheerful, the Branch Administrator has been with Danwood for six months and is a key member of the team.

What do you enjoy most about your job at Danwood Scotland? At Danwood Scotland I enjoy having the responsibility for all general and sales administration. Over the last six months I have built up a good working relationship with my colleagues both here and in our Livingston and Aberdeen offices. We enjoy a very pleasant working environment, but most of all I like the variety of my role.

How do you assist the Danwood sales teams? It's important that I project a friendly and professional impression of Danwood Scotland. As Branch Administrator I ensure the smooth-running of the office and I'm the first point of contact for anyone visiting the East Kilbride office. I believe that good communication enables Danwood to deliver a high quality service to its customers and assists my sales colleagues to build business relationships. A major part of my role is to ensure all paperwork received from the sales team is correct, entered into our bespoke

MXP system so invoices can be raised and equipment dispatched to our customers.

What do you think is the biggest barrier to Danwood's success in Scotland? Danwood's biggest challenge is the competitive nature of the market it operates within. For Danwood Scotland to continue to be a key player in the market, it is fundamental that they sustain a high quality sales team and always provide a professional service to their customers.

How does your role at Danwood compare to others you have had? Generally it's not that different from my previous job. I still have deadlines to meet, objectives to achieve and cream eggs hidden in my desk drawer!

Why are you successful at what you do? I think I'm successful because I work hard and always try to do my job to the best of my ability. My theory is if that if you have a positive attitude you will be successful at almost anything you do.

Who do you most admire and why? My parents. They have worked hard all their lives. They have been and still are a shining example to myself and my family.

What is the most amazing thing that's happened to you? Having such a wonderful son. He is 21 years old, we get on great and I'm very proud of him.

What is your favourite holiday destination? Paphos, Cyprus. I love everything about it - the weather, the people, the food, the beach and the relaxed atmosphere.

What do you do in your spare time? I'm very much a home bird and I really enjoy doing home improvements. When I'm not doing that I love meeting up with my friends and family - especially if it involves my favourite hobbies of fine dining, drinks and conversation!

And finally, how do you maintain your positive attitude? By remaining confident, upbeat - and having a sense of humour helps!



Ladies First

Danwood Scotland is pleased to support the National Business Awards for Scotland 2007 and is a proud sponsor of the Growth Strategy of the Year category therefore we were delighted to attend the launch of a new White Paper on the 24th April at The Balmoral, Edinburgh.

Each year the National Business Awards receives over 2,000 written entries for its 15 award categories and the whole process generates a wealth of intelligence about the way in which successful companies operate.

This year, the National Business Awards for Scotland's Phillip Forrest explored the topic of "Observed Characteristics of Outstanding Women in Business". The document attempts to provide a better understanding of the importance of women in business to Scotland's national economy and infrastructure.

The paper also looks at the way in which courage plays a significant role in the successes of women who can often experience their fair share of adversity in a corporate environment.

At the event a discussion panel including Julia Ogilvy, Chairman of ProjectScotland, Nora Farrell, Managing Director of Weber Shandwick and Debbie Taylor, General Manager of The Balmoral joined Forrest to share their experiences of corporate life with the gathered audience.

To find out more about the Awards and to download a copy of the White Paper in which a variety of exceptional National Business Awards finalists including Ann Gloag, Co-Founder of Stagecoach Group plc elicit key points and advice, please visit: www.businessawardsforscotland.com

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DANWOOD SCOTLAND

SUMMER 2007

INSIGHT

DANWOOD SCOTLAND'S NEWS AND VIEWS

THE OPEN
Carnoustie 2007



Open for business

The infamous Carnoustie links welcomes the return of The Open Championship in July when Tiger Woods will attempt to win three Open titles in a row following his victories at St Andrews in 2005 and at Hoylake last year.

And while many of you may be planning to visit from the 19th through to the 22nd July, it's useful to know that should any PGA members in your party need to conduct urgent business from the course, Danwood will be on-site and ready to assist.

Our 'business centre' will be at your service in the PGA members marquee where we will have faxing, copying and email facilities up and running for the duration of the tournament. You may even meet a player or two if you pop by.

Alternatively, we have a number of places available for customers. If you would like to visit Carnoustie as our guest, you should contact Pauline Graham on 01506 446161. While we do have an allocation of tickets for each day, places are limited so get in touch soon.

Pictured from left to right, Bernhard Langer with Danwood's HP Technical Consultant, Luke Johnson.



THE FUTURE IS HERE...

Danwood brings HP's latest edgeline technology to Scotland

Those in the know have been anticipating the introduction of HP's Edgeline Technology into the business environment for some time, and Danwood is delighted to offer its Scottish customers an exclusive opportunity to see the new HP CM8060 Colour MFP in action at our East Kilbride showroom.

So what's the fuss? The patented Edgeline Technology is the first-of-a-kind to combine the benefits of ink and laser printing in a single device: fast printing speeds, excellent text and graphics print quality, low cost per page and HP's world-class reliability. This know-how is expected to revolutionise industrial and high-volume office printing.

With the technology proven to work in retail photo printing where it can deliver 20 4x6 photo lab quality prints in under two minutes, it provides a breakthrough in high-volume print applications redefining print quality and print speeds.

Gary Elms, Managing Director at Danwood Scotland said: "The HP CM8060 MFP will deliver outstanding performance – up to 71 prints per minute – and over time can lower the cost of in-house colour printing. With its print speeds bringing about increased productivity and its 'best in class' reliability, we expect this machine to be a bestseller."



For an opportunity to see the latest technology in action contact Danwood's Shirley Strachan on 01355 598000 to arrange your very own private demonstration in East Kilbride. Alternatively we would be happy to arrange a demonstration at HP's premises in Erskine.



That's the Spirit

Spirit AeroSystems (Europe) Ltd, formerly known as BAE Systems Aerostructures, was purchased by the US-based Spirit family keeping the future of the aerospace industry alive in Ayrshire.

At Prestwick, Spirit has 750 employees with a further 80 staff based at Samlesbury in Lancashire. The company provides its customers with airframe structures which involves the engineering and manufacture of wings and tailplanes for the likes of Airbus, Boeing and Raytheon.

BAE had continued to supply a number of services to Spirit to ensure business continuity. However, when the opportunity arose for it to put its printer and photocopier contract out to tender, Spirit's Business Improvement Team headed by Craig Stewart

contacted Danwood's Corporate Sales Director, Danny Johnston.

Spirit's Prestwick site covers a wide area and has six key locations which required a complex mix of over 120 devices to satisfy the needs of both manufacturing and engineering staff. Spirit used a mixture of mono and colour photocopiers, laser and inkjet printers, fax machines and scanners from three major manufacturers but was keen to utilise existing equipment alongside new equipment to suit the business.

Danwood's specialist consulting division first carried out a study of current costs and usage to ensure the deployment of the most efficient machines to each department. Following this detailed investigation, Danwood returned to Prestwick to present

its solution design to Craig and his team. We won the contract.

Despite the complexity of integrating the various sites, buildings and specialist applications, and the amount of time needed to establish the final fleet requirements, the roll-out of the agreed HP-led solution was completed across the UK in a few days.

Danwood's Specialist IT Engineer, Brian Young was seconded to the project and spent time on-site working with Spirit's IT Services Partner (CSC) to integrate the 26 new devices and 43 retained units to meet the range of user demands.

Next it was the turn of Danwood's Kenny McClelland and his team to train Spirit's "super users".

Spirit is delighted with the progress to date. Craig Stewart commented: "During the whole selection process, Danwood were professional and carried out a detailed analysis of our current state printing habits. Their proposal of utilising a level of our existing printing devices, and combining these with new multifunctional devices allowed us to reduce our overall numbers, while still increasing our capabilities."

Danwood will provide management software, full service and maintenance programmes going forward – as well as a replacement programme for any retained devices that need changing through the contract period. Now that really is the Spirit!

Danwood's support for Aberdeen Cyrenians is just the tip of the iceberg

Danwood Scotland has helped the homelessness charity Aberdeen Cyrenians purchase a new IT network and two state-of-the-art printers worth over £60,000 to enable it to establish a new social enterprise, Iceberg Arts.

Danwood's David Burkill has a long-standing working relationship with the Cyrenians' Director of Business Development, Sue Irving who said: "This equipment allows us to take a huge step forward in what is an exciting initiative which will help open doors for homeless people in Aberdeen."

As a social enterprise, Iceberg Arts will offer the latest facilities to its clients who are interested in the art and design-led training and the employment opportunities it can help generate.

The introduction of the equipment (consisting of an integrated IT system with desktop, laptop and associated software will work in tandem with a Konica Minolta C500 full digital colour printer, scanner and copier as well as a HP Designjet 130nr large format printer which works with plastics, canvass and textiles) will help provide homeless people with opportunities to get involved in arts.

Iceberg Arts aims to become income generating by selling its clients' work in reputable retail outlets in and around Aberdeen. It is hoped that 50% of the business' running costs will be covered by sales income within the first three years of trading.

Sue continued: "The kind of art, design and textiles you should expect to see marketed under the Iceberg Arts brand in future will include original artworks, printed items such as postcards and calendars as well as screen-printed merchandise like T-shirts.

I cannot thank David Burkill at Danwood Scotland enough for arranging the purchase of the new equipment with free delivery, installation and staff training as part of the deal."

Danwood will be attending the Corporate Social Responsibility Business Dinner in aid of Aberdeen Cyrenians on Thursday 28th June 2007, The Marcliffe Hotel & Spa in Aberdeen.

Tickets are still available from info@aberdeen-cyrenians.org.

Unique positioning



Danwood Scotland the new name for Grampian Business Products



Taking the high road to Aberdeen

Aberdeen is a thriving city. As the centre of the UK's oil and gas industry, the continuing strength of Aberdeen's economy has consistently bucked national and international trends with its high wage levels, high numbers of business start ups and consistently low levels of unemployment - Aberdeen offers major opportunities for growth.

Danwood Scotland recognises that Aberdeen is a competitive business base and has therefore invested in its people, premises and in promoting itself to the wider business community, becoming an active Premier Partner of the Aberdeen & Grampian Chamber of Commerce in recent months.

With a team of 20 staff in Aberdeen, Danwood has invested in new premises at 2 Fountainhall Road in the West End of the city. The prominent Grade A-listed building, to be let from Esson Properties Ltd, will provide flexible accommodation with parking and allows Danwood to incorporate not just an office space, but a customer showroom to demonstrate all the latest technologies and a local servicing facility for its many valued customers.

Following its acquisition of Grampian Business Products over a year ago, Managing Director Gary Elms is keen to build Danwood's reputation in the region. He observes: "Aberdeen has a prestigious and thriving corporate community which includes many international companies. As the UK's largest independently-owned suppliers of office systems and print solutions we want to meet and do business with the regions' key players across every sector. As a result, we have embarked on an assertive local marketing campaign so that they know just who we are and where to find us."

With three liveried taxis out on the city streets in support of the office move scheduled for September 2007, Danwood will also have a presence at a number of local conferences and exhibitions over the coming months, billboard advertising as well as print advertising in local media.

Gary Elms concludes: "We have invested in our staff, our training and our service levels locally and through our partnerships with the world's leading manufacturers, we have the ability to help Aberdeen's businesses run more efficiently and save money."