

Win a cost saving print investigation worth £7,500!

Insatsu Chosa® (which is Japanese for Print Investigation) is an independent Print Consultancy within the Danwood Group, which, through the combination of on-site audit, one-to-one interviews and holistic analysis, investigates and ultimately facilitates the most cost effective means to manage documents within an organisation.

The aims of an Insatsu Chosa® investigation are as follows:

- To assess the printers, faxes and copiers currently being utilised
- To identify what cost savings may be achieved
- To determine the current volumes these devices are completing and the values implicated
- To make recommendations
- To identify the benefits of networked printer/copier/fax technology over the separate printing, copying and fax solutions that are currently in place

In terms of percentage savings, Danwood's most recent consulting assignment identified 36% overall savings on complete costs within their output infrastructure. Most consulting assignments identify hard savings in the 20 - 30% arena, excluding efficiency gains by streamlining workflow processes.

For your chance to win an independent Insatsu Chosa®, please send your contact details to competition@danwood.co.uk



THE COMPASS GROUP case study

The Compass Group is the largest food service organisation in the UK and Ireland, providing high quality catering and support services at over 8,500 locations and it serves nearly three million meals a day.

One of its divisions, Eurest Support Services (now ESS), is a market leader in the provision of support services worldwide. Its range spans industries as diverse as mining, construction, agriculture – and oil and gas exploration.

From Aberdeen it services a number of companies involved in oil and gas exploration, providing the operators with essential ancillary services such as catering, radio operators, first aid and overall accommodation management which allows the contractors to concentrate on oil and gas exploration.

To allow it to concentrate on its own services, ESS turned to Danwood to ensure that their requirements as regards printing, scanning and faxing operate efficiently with as little impact as possible on the essential ESS day-to-day activity.

Danwood provides ESS the equipment that is required – primarily Ricoh – with all the supplies, replacements and back-up that is needed.



There are quarterly maintenance visits and much more. David Burkill, part of the Danwood team in Aberdeen, explains: "We provide maintenance training for people in charge of their facilities offshore as well as helpline support with a phone-in or email.

"We can get a phone call at six in the morning and be on a helicopter that day to a rig in the North Sea on a visit which can last one day or three.

"There are nine platforms in the North sea which we look after – one of them in the Norwegian sector. They want us there and then we virtually scramble for a helicopter to get out there.

"It is important that this offshore office management is done efficiently so that ESS can get on with its own job. That is why training, resources, flexibility and speed are essential and that is what we provide."

Satisfied Customer

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DANWOOD SCOTLAND

AUTUMN 2006

INSIGHT

DANWOOD SCOTLAND'S NEWS AND VIEWS

"We are investing in Scotland with staff and training and, working in partnership with some of the world's leading manufacturers, we believe we have the ability to help Scottish companies operate more efficiently."

Colin Daniels, Managing Director



Forth Road Bridge Edinburgh



Colin Daniels Managing Director

Danwood's Service to Scotland

clarity with customers so they would know what was available, what it could do and if it didn't do, the supplier would be there to sort it out.

That was our mantra, summed up in the one word: service. If we supply something, and we now have a vast choice from the leading manufacturers, we give the back-up service that is crucial.

We have a large squad of field engineers whose job it is to keep things running because that is in everybody's interest.

On the basis that, customer service is paramount to keep the customer happy and to keep the customer, Danwood has grown to be one of the largest privately-owned independent suppliers of office systems in the UK and Ireland, with a turnover of £85 million, and by the time our year-end results are announced, that turnover will be well over £100 million.

We are a large, profitable company with 26 branches in the UK and a workforce of more than 950 people.

We are a comparatively new force in Scotland, having arrived here only last year. Already we have offices in Livingston, East Kilbride and Aberdeen and more are planned.

We grow by acquisition and by service.

We are learning all the time and we are anxious to learn from you. Any comments about Danwood and its service and attitude to your requirements are welcome and will not simply be filed away.

Scotland is a separate, individual market and that is how we treat it. We are investing in Scotland with staff and training and, working in partnership with some of the world's leading manufacturers, we believe we have the ability to help Scottish companies operate more efficiently and save money.



When I founded Danwood in 1971 the business of supplying office systems in the UK was in its infancy.

Of course, there was a lot of typing and telexing going on but it was not a coherent, focused business with the customer in the driving seat. It was almost all about take it or leave it, try it or chuck it and don't expect us to come back running.

We saw clearly that there was an opportunity. There was a demand for some

The long Secondment

When Danwood took over the company James Ward worked for in the Midlands 10 years ago they also took over him and changed his way of life.

His commitment to the cause epitomises what Danwood is all about.

He says: "I have been happy to be with Danwood ever since. Then in October last year Colin (Daniels, who founded Danwood in 1971) asked me to go up to Scotland on three months' secondment but I have enjoyed it so much that I have stayed on."

Staying on, in fact, was no great hardship for James because he was born and brought up in Lenzie where his parents still live so the Danwood secondment meant a working return to the land of his birth.

He says: "It was really home from home to me. There is so much potential in Scotland for the service we can offer Scottish

companies. We have already noticed a difference with the clients we work for. We feel we are doing our bit for the Scottish economy and there is so much more we can contribute."

"Colin Daniels, asked me to go up to Scotland on three months' secondment but I have enjoyed it so much that I have stayed on."

James catches a plane each Monday from the Midlands to Scotland and flies back on Friday to his wife Louise and children Nicholas (16), Christopher (15) and Joanna (13).

On the Monday he gets up at 4:30 to get to East Midlands Airport and he will fly to Aberdeen, Edinburgh or Glasgow,

depending on where the business takes him as Head of Scottish Commercial Sales.

"I speak to the family every evening and everybody is happy. We all appreciate that the job I'm doing is important. We are still building our sales team and recruiting more people – we work hand-in-glove with the service team.

"Without one there is no other. We support each other to ensure that the clients get the best of service. Our priority always is to get the customers' equipment up and running and to keep it that way. That makes us all beneficiaries."

Running out of Words

Danwood is one of the largest privately owned independent suppliers of office systems in the UK and Ireland.

Those four words "suppliers of office systems" cover a lot – thousands of words which take up a lot of space in a brochure we have written about ourselves. And we've got it all on a CD.

But we've got a mere 340 words in Insight to tell you more about what we do.

If all we did was supply office systems we would not have been around since 1971, growing all the time and approaching a turnover of more than £100 million.

We do much more than supply office systems. We supply the best of systems from the top manufacturers. We make sure they continue to work for you by a dedicated back-up service.

Our staff are put through constant intensive training to make sure they give customers the best. We supply the system that meets all a customer's needs and that can be done after a company audit to see how a company goes about its documentation and printing.

We make sure we find more efficient ways of doing their business – and saving money. We are the experts – you get on with your business while we make sure the office technology and print management side ticks over smoothly.

We have a separate division which investigates and facilitates the most cost effective means to manage and print documents within an organisation.

We have a range of flexible finance schemes tailored to the needs of the customer.

We are right in there with the new technology that is available, keeping you up-to-date with what is on the market which will help your business.

We help you with electronic document archiving and workflow systems. You can also order consumables online using Danwood Direct.

We even have an academy to train staff and keep them ahead of the game.

Over 54,000 customers can't be wrong. We can – this has taken 340 words and we could still say so much more.

More in store

The vehicles of Danwood's field engineers in Scotland are filling up as part of a three-word service objective: next day delivery.

Field engineers have always carried a fair amount of spare parts with them but the bulk were stored back at the company's Lincoln base, ready to be dispatched when required. But sometimes getting the spare parts from Lincoln for field engineers looking after customers in Scotland did not match the level of service Danwood always intends to achieve and maintain.

The Danwood Service Director in Scotland, Charles McIntosh, explains: "The field engineers can carry a certain amount with them but if a spare part was not available having to send it from Lincoln for, say, a customer in Aberdeen was not satisfactory.

"We spend a lot of time concentrating on making sure the engineers carry enough of

the right parts. We analyse what is likely to be required and make sure that the engineer carries replacements but what is required is not always immediately available.

"That's why the back-up supply for the engineer is crucial and that is now in Livingston and not Lincoln which means we can ensure next day delivery. Our goal is to deliver that part to a customer in Aberdeen as quickly as we would anywhere else – distance does not affect the calibre of service."

Charles - he prefers Charlie - says the company has recruited three more field engineers, with considerable experience in the sector, to operate in the Central belt of Scotland and that brings the total of 31 in Scotland.

Charlie adds: "We will not hesitate to beef up our resources to maintain and enhance the level of service."

"We spend a lot of time concentrating on making sure the engineers carry enough of the right parts. We analyse what is likely to be required and make sure that the engineer carries replacements."



Charles McIntosh Service Director



Having problems with your MFP, copier or printer?
Call Danwood Scotland's Service Team on

08702 74 74 74