

PRINT **IT** RESELLER

www.printitreseller.uk

ISSUE 41 · 2017



End user
campaign
launched

Keep the wolf from your customers' door

With the world's most secure printers and PCs

If your customers aren't taking their printer security seriously, someone else will.

Nothing is safe, if the office isn't HP SECURE.

Protect yourself, protect your customer.



Watch the film at: www.techdata.co.uk/hp/wolf

DIGITAL TRANSFORMATION

Bridging the paper and
digital gap

PAGE 22



VOX POP

Bringing IT to print

PAGE 36



DEALER PROFILE

CSL Group

PAGE 46



36,000 drops of ink
per second

to make a 'whoa' face
last for generations.



Reinvent Memories.
Original HP Ink



**Designed to work
first time, every time**
Rely on Original HP Cartridges
to perform consistently.



Quality prints you can take pride in
Experience outstanding print quality
when you use Original HP Cartridges.



The environmental choice
Original HP Cartridges designed
with the planet in mind for easy
recycling and less waste.



keep reinventing

VOW

www.voweurope.com 0844 980 8220

PRINT IT RESELLER

printitreseller.uk

ISSUE 41 · 2017

04 Bulletin

What's new in printers and printing



15 Research

Technology opens new possibilities for growth

16 Solutions

Direct integration between Vantage Online and Westcoast



20 Distribution

Beta Distribution achieves another year of growth

22 Digital Transformation

Louella Fernandes discusses how MPS providers can help bridge the paper and digital gap



23 A Paperless NHS

How to win more business in the healthcare sector

24 Partner Recruitment

UKCloud ramps up partner recruitment

25 IT Industry Outlook

12 trends to watch in 2017



28 Internet of Things

Study reveals IoT heading for mass adoption by 2019

32 IT Services

Konica Minolta seeks to reinvent itself with the Workplace Hub



36 Vox Pop

This month's panel discuss how print resellers are successfully building in IT services into their offer

43 Interview

One to one with Brother UK's Phil Jones

46 Dealer Profile

CSL Group, a service-centric business

48 Q&A

Matthew Bunting, Strategic Corporate Clients Team, Vision

50 60 seconds with...

Rob Wood, Director, International Copiers



Comment

I suspect that in common with all businesses, the print channel is anticipating the full impact of Brexit now that Prime Minister Theresa May has triggered article 50. In an address to Parliament, May warned there would be consequences for the UK. She said: "We know that UK companies that trade with the EU will have to align with rules agreed by institutions of which we are no longer a part, just as we do in other overseas markets."

We have already seen pricing changes from multiple vendors – whether this will continue and how it will impact on the prices end-users are currently paying under MPS agreements and on dealers' margins remains to be seen.

However, it's not all doom and gloom. Brother UK's Phil Jones speaks of strong demand for products and in particular for products to be offered as a service (page 43). He asserts that companies are concerned about ensuring that people are productive as they possibly can be and the importance of putting printers in the right places to ensure maximum productivity.

He argues that strong product knowledge is key, and that if you go back to basics and you understand product features and functionality, which much of the industry does, you can quite easily translate a customer pain point into a benefit that you could quite easily match.

And, Quocirca's Louella Fernandes talks about the opportunity that the DX economy brings to a channel whose offering has evolved beyond its traditional roots of print, into broader solutions and services that automate business processes and optimise workflows.

On page 22 she explains how leading managed print service providers are exceptionally well positioned to become an organisation's trusted and strategic partner for long-term digital transformation.

And finally, if you've got any news about your business to share, would like to be included on our monthly Vox Pop panel, have a compelling business success story or simply wish to comment on any industry issues, please get in touch with us at editorial@printitreseller.co.uk

James Goulding, Editor,
07803 087228 · editorial@printitreseller.co.uk

Editor: James Goulding
07803 087228 · james@printitreseller.uk

Advertising Director: Ethan White
01732 759725 · ethan@printitreseller.uk

Publishing Director: Neil Trim
01732 759725 · neil@printitreseller.uk

Group Sales Manager: Martin Jenner-Hall
07824 552116 · martin@printitreseller.uk

Social Media and Web Editor: John Peters
07711 204011 · john@printitreseller.uk

Art Director: Nick Pledge
07767 615983 · nick@binfo.co.uk

Editorial Assistant: Tayla Ansell
01962 843434 · tayla@binfo.co.uk

Advertising Executive: James Trim
01732 759725 · jamest@binfo.co.uk

KingswoodMedia

PRINT.IT Reseller is published by Kingswood Media Ltd., Amherst House, 22 London Road, Sevenoaks TN13 2BT • Tel: 01732 759725 Email: neil@printitreseller.uk www.printitreseller.uk

No part of PRINT.IT Reseller can be reproduced without prior written permission of the publisher.
© 2017 Kingswood Media Ltd. Design: Sandtiger Media www.sandtiger.co.uk

Register online

To receive your regular FREE printed copy of *PrintIT Reseller Magazine* simply fill in our online registration form at www.printitreseller.uk/register

Join us : Follow us @PrintITReseller

Read *PrintIT Reseller* online, on tablets and smart phones
www.printitreseller.uk

BULLETIN

FAST drive to encourage whistle blowers

The Federation Against Software Theft (FAST) has reconfirmed its commitment to incentivising Software Asset Management (SAM) businesses and individual consultants to whistle blow on the illegal business use of software.

This is the first time FAST is specifically seeking to encourage members of the SAM practitioner community to report deliberate infringers who are thumbing their nose at legal licensing obligations.

FAST
Federation Against
Software Theft

Under the terms of the Incentive Payment Agreement, if a report leads to the successful conclusion of an illegal software use case, the whistle blower can claim a payment calculated as a percentage of the net damages.

Under the Agreement, a whistle blower can report illegal software use to FAST through its dedicated web site page

www.fast.org/what-piracy/use-unlicensed-software

Printer and MFP market growth

According to IDC's Worldwide Hardcopy Peripherals Tracker during the fourth quarter of 2016, the printer and multifunctional peripheral market in the Central and Eastern Europe (CEE) region grew 1.9 per cent in unit terms.

Ilona Stankeova, Research Director with IDC CEMA Imaging, Printing and Document Solutions said: "We expect a slow overall market decline in mature CEE countries like the Czech Republic or Poland, resembling the trend in the US and Western Europe. That said, pockets of growth will exist, mainly for smart MFPs with advanced functions or low-cost-per-page devices." www.idc.com

Cyber security breaches cost British businesses

Research published by Beaming, the business ISP, revealed that more than half of British businesses fell victim to some form of cybercrime in 2016. Beaming's study, which was conducted by researchers at Opinium, indicates that 2.9 million UK firms suffered cyber security breaches nationwide last year, at a cost of £29.1 billion.

Computer viruses and phishing attacks were the most common corporate cyber threats faced by British businesses last year, in both cases impacting 23 per cent of the businesses surveyed. Just under a fifth (18 per cent) of businesses suffered some form of hack or data breach in 2016.

The risk of cyber security breaches increases with business size. 71 per cent of organisations with more than 250 employees were victim to some form of cybercrime last year, compared to less than a third (31 per cent) of enterprises with fewer than 10 people. www.beaming.biz



ICCE calls on resellers to be vigilant

Resellers are being warned about the dangers of buying and selling counterfeit imaging supplies in a new short video from ICCE (Imaging Consumables Coalition of Europe, Middle East & Africa).

With up to \$3 billion worth of fake imaging supplies – including toners, ink cartridges and ribbons – infiltrating the global supply chain each year, resellers need to be extra vigilant and understand the risks of counterfeits.

The newly launched video explains how fake imaging supply products are not only likely to be sub-standard but can also damage printers and potentially expose a reseller's customers to dangerous chemicals. Featuring insights from Interpol and the UK's Chartered Trading Standards Institute (CTSI), the video offers advice on how resellers can help protect their businesses, as well as useful tips on the identification and authentication of imaging supplies.

Resellers can report suspicious activities to ICCE at www.icce.net/contact-report-suspicious-activities/

Amazon Business launches in the UK

Amazon has launched Amazon Business, a new service to meet the procurement needs of businesses of every size.

Amazon Business customers benefit from a range of business-tailored features such as free one-day delivery on orders of £30 or more, VAT-exclusive pricing, VAT invoicing and Amazon Business Analytics to gain visibility into how their business is spending.

The company says it offers more than one hundred million products in a wide range of categories, including laptops, office supplies and storage solutions, through to office furniture and commercial grade printers.

Amazon Business launched in the US in April 2015, serving more than 400,000 businesses and generating more than \$1bn in sales in its first year and in Germany in December 2016. Since its US launch, Amazon Business has shipped to business customers in more than 60 countries through its US and German websites. www.amazon.co.uk/business

amazonbusiness

CMA to crack down on cartels

The Competition and Markets Authority (CMA) is targeting illegal cartels, businesses which cheat their customers by agreeing not to compete with each other in order to keep their prices high.

The campaign 'Cracking down on Cartels' will encourage people who have witnessed illegal activity to report it, by offering a reward of up to £100,000 as well as promising them anonymity.

Andrea Coscelli, Acting Chief Executive, said: "Cartels are a form of stealing that cheat ordinary people as well as other businesses by undermining competition, and we are committed to tackling them wherever we find them."

CMA research found that, whilst most businesses have a shared ethical sense that conduct such as price-fixing is unfair or wrong, less than a quarter said they knew competition law well. This research has led to the creation of the first advertising campaign run by the CMA specifically designed to stamp out cartel activity and encourage people to report it to the CMA. Adverts will appear in people's social media feeds, such as Twitter and LinkedIn, as well as on key websites.

<https://stopcartels.campaign.gov.uk/>

Fujitsu Scanners from Northamber

Get Bonus Imaging Rewards

with the Fujitsu iX500, fi-7140 and fi-7160 scanners

iX500 Document Scanner *perfect for small business*

The ScanSnap iX500 provides PC and Mac users an effective way to greatly reduce paper clutter, storage space, and security risks associated with unmanaged paperwork at home or the office.

- One button searchable PDF creation
- Advanced paper feeding system
- Blazing 25 ppm colour scanning

**DOUBLE POINTS -
Get 560 Points in April**



fi-7140 Document Scanner

The essential fi Series scanner with exceptional business performance.

- 40 ppm (simplex) / 80 ipm (duplex) in Colour, Grayscale and Monochrome @ 200 dpi and 300 dpi
- Bundled with PaperStream IP and PaperStream Capture for image enhancement and ease of capture

**DOUBLE POINTS -
Get 1,000 Points in April**



fi-7160 Document Scanner *perfect for NHS*

Provides unmatched performance and market-leading document imaging capabilities with faster scanning speeds.

- 60 ppm (simplex) / 120 ipm (duplex) in Colour, Grayscale & Monochrome @ 200 dpi and 300 dpi
- Bundled with PaperStream IP and PaperStream Capture for image enhancement and ease of capture

**DOUBLE POINTS -
Get 2,800 Points in April**



Fujitsu Imaging Rewards is available to all our registered Imaging Channel Partners, rewarding you for your sales, commitment and participation.



PRIZES INCLUDE:

- The latest electronics
- Luxury holidays
- Fashionable accessories
- Exciting & relaxing experiences

Start earning the rewards you want, right now...

Register for imaging rewards and talk to the document management experts — call us on 020 8287 3000



Call us on
020 8287 3000

northamber.com | follow us



Total Distribution™

Lexmark strengthens commitment to circular economy

Lexmark has joined the European Remanufacturing Council (CER), further reaffirming its long-standing support for the circular economy.



Launched with the objective of becoming the focal point for remanufacturing policy dialogue and benchmarking in Europe and beyond, the CER works with leading remanufacturers in Europe to raise policy-maker awareness, encourage sustainability and remanufacturing initiatives, whilst helping to grow businesses and create new jobs.

As a vocal supporter for remanufacturing and of broader sustainability and CSR initiatives around the world, Lexmark's decision to join the CER is a move that highlights its intention to continue its remanufacturing and other environmentally responsible business practices.

"As a circular economy leader, Lexmark's decision to join the CER was easy. We're always looking for new ways to become more sustainable, whilst also empowering our customers to do the same," said Sylvie Thomas, Head of Corporate Responsibility for Lexmark in Europe, the Middle East and Africa.

www.lexmark.co.uk

Kyocera Corporation recognised as a global innovator

Kyocera Corporation, the parent company of Kyocera Document Solutions was recognised as one of the 2016 Top 100 Global Innovators by Clarivate Analytics, a worldwide information solution provider. Kyocera's patent success rate and global reach were identified as outstanding for 2016, the company's third consecutive year receiving the award. A trophy was presented at the company's headquarters in Kyoto, Japan.

The Top 100 Global Innovators awards have been presented annually since 2011 to recognise leading enterprises and research institutions for their innovative efforts. Candidates are evaluated by patent and citation data across four main criteria: volume, success, influence and globalisation. Among the above factors, success and globalisation led to Kyocera's recognition as one of the world's top innovators.

www.global.kyocera.com

OKI opens solutions suite

OKI Systems UK has officially opened its solutions suite within the OKI Business and Media Centre at Derbyshire County Cricket Club. The room will be available to OKI partners to show customers and prospects how OKI's smart solutions and applications work in real-life.

Marketing Manager Andrew Hall said: "OKI's smart printers and multifunction printers are now often part of a wider workflow which includes third-party software such as document management. Using this dedicated room means our channel partners can demonstrate to customers just how this can work for them. It's quite a step change in concepts from the standalone printer, so it will be extremely advantageous to have a working set-up which will show clearly the benefits."

OKI gave its name to the £2 million four-storey media centre as part of a major sponsorship deal, announced last year. The centre was the culmination of the re-development of the club which began with the 3aaa pavilion and the Elite Performance Centre in 2015. The upgrade was part of plan to attract high profile players, larger crowds and more media coverage for the club.

www.oki.com/uk/printing



Brother UK scoops 11 awards

Brother has received 11 international award wins after scooping top prizes across its product range at this year's iF Design and BLI Pick Awards.

Its mono laser and MFP print portfolio was named Line of the Year at the 2017 BLI Pick Awards and for the tenth year in a row, it also picked up multiple accolades at the 2017 iF Design Awards. Seven products from its laser, scanner, mobile print and label print ranges were named winners and applauded for their outstanding design.

Brother UK Managing Director, Phil Jones, said: "These accolades recognise the significant investment into the design and functionality of our portfolio. It's this continuous product innovation that enables us to respond to ever-changing end-user needs and thrive in a competitive marketplace." www.brother.co.uk

Canon UK celebrates apprenticeship milestone

Canon UK has recruited its 20th apprentice since the launch of its apprenticeship scheme in 2015. Canon is continuing to grow the number of roles offered to apprentices, who will have the opportunity to work across fields including ICT, Business Operations and Corporate and Marketing Communications.

Debbie Brown, HR Director at Canon UK said: "Our Corporate philosophy of Kyosei – living and working together for the common good – is at the heart of what we do at Canon. We want to make sure our apprentices receive the best experience possible, whether that's working in our head office or out in field. The programmes and positions we have created are aimed to fill the gaps in the wider industry and encourage young people into careers in STEM (science, technology engineering and maths). By running our apprenticeship programmes, we hope to bring some fresh thinking into the company, whilst giving young people opportunities that they might not find elsewhere."

Canon UK customised the national apprenticeship framework, and worked closely with local colleges to build bespoke programmes to provide young people the opportunity to earn whilst learning on the job. Recruitment is planned throughout 2017 and out of the apprentices that finished last year, five now have secured permanent employment at Canon.

www.canon.co.uk



OfficeJet Pro

Two-sided colour. Lightning fast. For less.



HP OfficeJet Pro 7740



HP OfficeJet Pro 7740 AiO

Print, scan and copy in standout colour on sizes up to A3, for bold documents and presentations at up to 50% less cost per page than colour laser.¹ Fax up to 21.6 × 35.6 cm (8.5 × 14 inches).

Part code: 3955387



HP 953 Black Original Ink Cartridge

Ref. L0558AE

Part code: 3773170



HP 953 Color Original Ink Cartridge

Ref. F6U12AE, F6U13AE, F6U14AE

Part codes: 3772916, 3773162, 3772919



HP 3 year Care Pack with Standard Exchange for OfficeJet Printers

Ref. UG194E

Part code: 1348104

¹Compared with the majority of colour laser AiOs < €280 excluding VAT as of June 2015; market share as reported by IDC as of Q2 2015. Cost per page (CPP) comparisons for laser supplies are based on published specifications of the manufacturers' highest-capacity cartridges and long life consumables. CPP comparisons for high-capacity HP ink supplies are based on published specifications of the manufacturers' highest-capacity cartridges. CPP based on high-capacity ink cartridges' estimated street price and page yield. ISO yield based on continuous printing in default mode. For more information, see <http://www.hp.com/go/learnaboutsupplies>.

© Copyright 2016 HP Development Company, L.P. The information contained herein is subject to change without notice.

Contact your Account Manager for further details and pricing or email print&supplies@techdata.co.uk



TECHNOLOGY SOLUTIONS
Formerly a division of Avnet

A WINNING COMBINATION

Cash boost for print social enterprise

We Do. Print, part of the Commercial Foundations social enterprise, is extending its scope of operations following an equipment donation from Coventry Building Society that equates to £170,000 in social value.

An upgrade at the Coventry's Fulfillment Centre rendered a Watkiss booklet maker redundant. It has now been installed at We Do. Print's Gloucestershire premises where it will be put to immediate use. Every £1 spent with or donated to the organisation, generates the equivalent of £4.86 in social value.

Commercial Foundations' Director Natalie

Wadley said the new equipment will deliver multiple benefits. "The Watkiss booklet maker takes We Do. Print's offering to a new level, enabling the business to offer a wider range of finishing services to clients," she explained. "It also unlocks an additional potential skillset for the young people we're working with. We Do. Print has ambitious growth plans this year, so the donation couldn't have come at a better time."

Coventry Building Society has a longstanding relationship with Commercial Group and has been an avid supporter of Commercial Foundations since it was established.

www.commercial.co.uk/print/we-do-print



UniPrint and RDT Office Solutions partner

RDT Office Solutions has forged what it describes as an 'evolutionary' tech partnership with global printing virtualisation leader, UniPrint.net Corp. UniPrint.net, with millions of users in more than 70 countries, provides a comprehensive range of enterprise print management and output solutions for all environments.

RDT CEO Derek Russell said that the partnership extends RDT's ability to take leading-edge cloud-based printing solutions to UK and European businesses. "UniPrint shares a similar ethos to us when it comes to our business objectives of helping clients integrate the latest technologies to optimise workflows, printing and security. UniPrint.net's sophisticated solution increases RDT's capability to manage the more complex, cloud-based print requirements of businesses," he explained.

UniPrint.net EMEA Regional Director Steven Jones, welcomes the partnership with RDT. "RDT is the perfect partner for UniPrint. Given RDT's substantial print management footprint in the UK and Europe, this drives forward our own objective of expanding our presence in these key strategic regions. Over the years, RDT has developed an advanced offering and the UniPrint solution complements it perfectly," he said.

www.uniprint.net • www.rdt-osg.com

McGoff Group facilitates business growth with Midshire IT

Midshire has been selected by Altrincham-based McGoff Group as its trusted provider for IT support; enabling further growth for the business.

Midshire maintains 13 multifunctional printers for the Group, including four at its Altrincham head office, one at a new satellite office, and three that are used in the field. Six machines are also used by associated operating company New Care, across a number of care homes.

Midshire took over IT support for the company in October 2015, on a one-year contract. After a successful review of the support provided, the



contract has been extended and scaled up to meet the business' growing needs.

Emma James, Head of Support Services and Business Operations at McGoff & Byrne said: "Since using Midshire we have seen significant savings for hardware, support, and a vast improvement in service."

www.midshire.co.uk

Official print partner

This year's Virgin Money London Marathon takes place on Sunday 23 April. As the Official Print Partner, Apogee staff will be on hand throughout the build-up week and the race weekend itself to help the organisers prepare and manage the event.

A fleet of equipment will be delivered, installed and supported on-site, with Apogee engineers at each location to ensure the organisers have everything they need for the event to run smoothly. The official race results booklets will be printed and finished at Apogee's digital print facilities in London prior to distribution to the world's press.

Apogee is also entering a team of staff runners in the Virgin Money London Marathon to raise money for Global's Make Some Noise.

Gary Downey, Group Marketing Director at Apogee said: "We really are thrilled to be appointed

again as the 2017 Official Print Partner to such a globally recognised event. Our team enjoys working with the marathon organisers and I'm delighted that the quality of support we provide has been recognised. For major events like this, our careful planning and precise execution, means we provide an infrastructure that organisers can rely upon."

www.apogee.com



Mode holds sales awards dinner

Mode Print Solutions hosted its 2017 sales awards dinner at Tewinbury Farm, Hertfordshire. The event brought together longstanding staff members, suppliers and key industry figures for a celebration and ceremony recognising employee talent.

Among the awards up for grabs were Manager of the Year, Mode Top Sales Executive, Mode Academy Graduate, along with recognition awards for staff who have worked with the company for 10 and 20 years respectively.

The event was also attended by representatives from Blue Cross, Together for Short Lives and Marie Curie charities and over £16,000 was donated throughout the night.

www.modeprintsolutions.co.uk

Bramatt Computing benefits from DMSL backing

Midlands reseller Bramatt Computing benefited from the support of DMSL at the Great British Expo in Birmingham last month. Designed to address business issues in an interesting and enjoyable format that enables delegates to get practical hands-on experience and learn about new ideas, concepts and technologies, the event saw more than 50 businesses gather to hear about the latest broadband and hosted telephony services on offer.

The distributor provided personnel and marketing materials for the seminars and workshop event, which took place at St Andrews, the home of Birmingham City FC. Lee Attwood, Sales Manager at Bramatt Computing said: "It was an excellent event and we received a lot of good enquiries."

DMSL will provide expert sales staff, pop-up stand displays and other resources to support resellers at events such as business clubs and Chamber of Commerce meetings.



(l-r) DMSL Account Manager, Ashley Breslin and Lee Attwood

Zadara Storage deal with Tech Data

Zadara Storage, the provider of enterprise-class Storage-as-a-Service (STaaS), has announced an agreement with Tech Data. Technology Solutions, formerly a division of Avnet and now part of Tech Data, will make Zadara Storage solutions easily accessible to channel partners worldwide through its Avnet Cloud Marketplace.

The Avnet Cloud Marketplace enables Technology Solutions partners, including value-added resellers, independent software vendors, managed service providers and system integrators, easy access to products like the Zadara Storage Cloud. www.zadara.com

Heatwave winners to visit Montenegro

Ten winning VOW Venture resellers from the wholesaler's 2017 Heatwave incentive will be heading off to Montenegro in June.

Commercial and Marketing Director Heather McManus said: "Heatwave has continued to grow in popularity and we have seen an increase in reseller participation of 31% compared to the previous year. Participating vendors have also seen sales percentage increases of up to 35%. We're looking forward to rewarding our winning VOW Venture resellers with the Montenegro trip in June and thank all our resellers and vendors who have participated in the incentive."

www.voweurope.com



Entanet makes the shortlist

Wholesale voice and data provider Entanet, has been shortlisted for six key channel titles within the Comms Dealer Sales & Marketing Awards.

The company has been listed as a finalist in both the Channel Marketing Team of the Year and Channel Account Team of the Year, categories, which it won in 2016, as well as achieving new nominations in four further categories: Vendor Channel Marketing Campaign of the Year, Best Partner Portal, Best Company to work for and Best Apprenticeship Scheme.

Head of Marketing, Darren Farnden said: "Any industry award nomination is always gratefully received, but to be shortlisted for no less than six titles this year is fantastic, especially with an opportunity to defend our reign in two of them."

www.enta.net



Darren Farnden,
Head of Marketing,
Entanet

Expansion for Quinnstheprinters.com

Belfast-based online trade printer Quinnstheprinters.com, part of the Bradley Group and one of Northern Ireland's largest export businesses, has announced its expansion across the UK into the Isle of Man.

The Bradley Group has acquired Isle of Man-based commercial printer Mannin Group for an undisclosed sum. Peter Bradley said the acquisition would mean Mannin, which has a number of clients in the financial sector, could take advantage of Quinnstheprinters.com's Belfast site to cross-sell to clients that have other branches across the UK.

The Mannin Group, with its current 29-strong staff and £3m turnover, brings the Group's overall turnover above the £10m mark.

www.Quinnstheprinters.com

Print is core focus area for Exertis

Distribution of Epson large format printers, ink and media business will transition from Exertis Unlimited to the dedicated print team it has established to support the specialist requirements of the general print and OA market. The Norfolk-based print centre of excellence has been further strengthened with two new additions to the team.

The Exertis Epson LFP distribution business will be further resourced with the addition of Hayley Ratcliffe who has joined as an Epson LFP sales specialist supporting Lynn Shonpal, who has been responsible for the LFP portfolio at Exertis Unlimited.

The centre of excellence team has a combined sixty-five years' experience of the print market. Exertis has continually invested in people, appointing industry specialists Alistair Coyne and Theresa Downes to the business last year. In addition to Ratcliffe, Exertis has also recruited George Bay as an account manager responsible for the closed channel for a number of vendors as well as supporting other resellers with Exertis' wider range of print products and value-added services.

Jamie Brothwell, Exertis Print General Manager said: "Print has become a core focus area for Exertis over the last few years with continued investment in infrastructure, people and services. Last year, we outperformed the market by building a best in class proposition based on understanding the different requirements of resellers in this sector and providing the necessary skills and expertise to support them. Moving our Epson LFP distribution business to our print centre of excellence, is a natural fit for the product line with the resource and services available from this location."

www.exertis.co.uk

Trust in the best with HP supplies from Westcoast.

At Westcoast we believe in meeting high expectations. That's why we offer high quality original supplies from the very best. As an authorised HP supplies distributor, Westcoast only trade with original HP supplies.

Why choose Westcoast when purchasing your HP supplies?

- Assurance – guaranteed genuine supplies
- Products safe in our hands – 99.98% picking accuracy
- Quality products that won't damage customer printers
- Earn rebates when ordering original supplies

Original HP Supplies are proven to be more reliable than non-original alternatives. Cheap ink and toner cartridges can compromise your customer's print performance, leaving them with streaked, blotchy or faded prints. Only Original HP Supplies deliver unmatched quality for the most professional looking prints.

HP Original Supplies are the obvious choice...

- Reduced work downtime in order to maintain workflow
- Significant reduction in cost due to fewer print failures
- Positive environmental impact
- Over 50% more pages on average than non-original ink cartridges

You and your customers are safer with HP original supplies, buy them now from Westcoast.



UK's biggest distributor
of consumables



10,000 lines
in stock



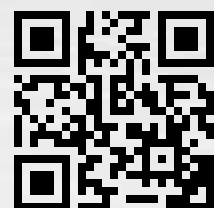
Dedicated to
Green Supplies

WESTCOAST



iMprint
by Westcoast

www.westcoast.co.uk/imprint



Rebrandable marketing
available in 48 hours!



Hassle free
online ordering



Real time
delivery tracking

Canon opens production print showroom

Canon UK has opened the doors of its new showroom, The Centre, in Birmingham. Situated close to Birmingham International Airport, The Centre will bring together Canon's expertise and insight, independent industry mentors and a huge range of real world applications with networking events, training courses and partner events.

The facility will provide demonstrations of a least 14 of Canon's top print devices as well as its wide range of software. Adam Poole, B2B Marketing Director at Canon UK, said: "We're



delighted to be opening this new facility. We look forward to welcoming new and existing customers and partners to this fantastic venue."

www.canon.co.uk

Presto Music picks Desktop Monster

Presto Music School, a leading independent authority in modern music tuition, has selected hosted desktop solution, Desktop Monster in a bid to meet its expanding IT needs.

Presto approached Midshire, the parent company of Desktop Monster, initially enquiring about printers and computer hardware. After a successful consultation that resulted in Midshire providing six HP laptops, the company identified Presto as the perfect candidate for its Desktop Monster cloud-hosted desktop solution.

www.midshire.co.uk



Export sales on the up

International Copiers has seen a 25% increase in the number of used MFPs it ships overseas in the last quarter. The company, which sources used devices from OEMs, dealers and leasing companies, deals with any model from desktop printers to production presses, and all brands, also reports that UK sales have gone up by 10% in the same period.

Director Rob Wood said that increased demand has led to the firm ramping up its buying power. "We have a number of regular suppliers we buy from and they are helping us to keep new stock coming in. The

orders are coming in thick and fast, no sooner have we unloaded one shipment, we're loading it on to a container to ship out the next day. We've not been in that position for a few years," he said.

One unforeseen benefit has been the ability to clear some space in the warehouse. "It's much easier for customers to come in, see the devices and select what they want to buy," Wood explained. "And of course our cashflow is very strong at the moment, which is enabling us to keep backfilling stock as it's sold."

www.internationalcopiers.com



New office opening

Smart Office Solution hosted around 100 customers, suppliers, partners and local dignitaries, at the official opening of its new 8,000 sq. ft. head office on March 31.

The company has just moved into the brand new purpose-built premises in Wrotham, Kent. The new HQ features office space, a showroom, warehousing and service centre.

www.smartofficegroup.com

BOSS CEO to speak at Integra conference



BOSS CEO Philip Lawson, will be one of the keynote speakers at Integra Business Solutions' forthcoming 'Celebrating 20 Years' National Conference, which will be held on 28

September at the Crowne Plaza, Stratford-upon-Avon. www.integra-business.co.uk

OKI Europe to attend FESPA 2017

OKI Europe Ltd will be exhibiting a comprehensive range of revenue-generating innovations for graphic arts professionals at FESPA 2017 (Stand B5-A52). A Gold Partner of this major event, OKI Europe will be showcasing its recent addition to the renowned ColorPainter range, the E-64s, and will unveil a new white toner printer, in its Pro Series Graphic Arts portfolio.



Since the acquisition of the ColorPainter large format portfolio eighteen months ago from Seiko I Infotech Inc., a subsidiary of Seiko Instruments Inc, OKI Europe now has an unrivalled graphic arts portfolio which benefits from its experience, technological innovation and insight.

www.okieurope.com

European Managed Services & Hosting Summit 2017

The Managed Services & Hosting Summit series of events is expanding to Amsterdam in April, assessing the impact of market trends and compliance on the MSP sector in Europe.

Bianca Granetto, Research Director at Gartner will examine new research into digital business and digital transformation market dynamics and what customers are really asking about. Another keynote speaker, Renzo Marchini, author of Cloud Computing: A Practical Introduction to the Legal Issues, is a partner in law firm Fieldfisher's privacy and information law group, and has a particular focus on cloud computing, the Internet of Things and big data.

Finally, for those seeking guidance on the high level of merger and acquisition activity in the sector, David Reimanschneider, of M&A experts Hamleton, will look at where the smart money is going in the MSP business and what the real measures of value and time are, and when to sell.

The European Managed Services & Hosting Summit 2017 will be staged in Amsterdam on 25 April.

www.mshsummit.com/amsterdam

New recruit for Woodbank Office Solutions

Woodbank Office Solutions has appointed Martyn Peer as its new Corporate Account Manager to further strengthen its sales division.

Peer brings 25 years' experience in the business-to-business market working for a variety of office print resellers and manufacturers. His role will focus on building relationships with existing and new corporate customers.

Sales Director Dave Duffy said: "With Martyn on board, our plans for 2017 are both ambitious and exciting. Over the past few months, we have focused on growing our sales and marketing channel which has led to company growth. I am sure Martyn will be a real asset to our corporate sales team and will help continue the sales growth." www.woodbankoffice.co.uk



Martyn Peer

Antalis makes series of new appointments

Antalis has bolstered its office division with three new senior appointments.



Simon Wyers

Richard Adams

Richard Adams joins as Retail Development Account Director, tasked with further growing Antalis' retail channel through the identification of new customer opportunities and adding value to existing client relationships.

Former Antalis employee and paper industry veteran Simon Wyers, has rejoined the firm as Retail Account Director. In his new role, he will focus on building relationships with retail customers nationally and growing market share.

In addition, Sham Ahmed, a longstanding Antalis employee, has been promoted to the newly created role of Digital Consumer Sales Manager. He will continue to head up Antalis' digital arm as well as assume additional responsibility for leveraging the growing B2C market, working closely with the product marketing team to drive forward the category in terms of product innovation, promotional activity and other channel specific initiatives.

Bruce Munro, National Sales Director said: "These three new appointments are an important step for us.

These really are exciting times ahead for Antalis and we're confident this latest move will help drive the business forward and further consolidate our position as the office paper merchant of choice."

www.antalis.co.uk

Virtual Instruments expands leadership team

Virtual Instruments, the leader in application-centric infrastructure performance management, has announced the appointments of Sheen Khoury as Executive Vice President of Worldwide Sales and Rick Haggart as Senior Vice President of Professional Services. The executives join the Virtual Instruments leadership team to help drive growth and better service customers worldwide.

CEO Philippe Vincent said: "Rick and Sheen are high-performing, proven individuals that bring strong industry knowledge and experience to our leadership team. They are wholly committed to ensuring that our customers achieve their business goals and benefit from our app-centric infrastructure performance management solutions." www.virtualinstruments.com

RISO strengthens northwest team

RISO has strengthened its presence in the northwest of England with the appointment of Godfrey Gummer as Regional Sales Manager. Gummer previously worked at RISO for six years as Indirect Channel Manager, and then with RISO distributor Midshire Business Systems Northern.

Tatsuo Murakami, who heads up RISO in the UK, said: "Godfrey is widely respected and has a huge amount of experience in the print industry, helping to deliver solutions to people's print requirements. RISO built its reputation in education, but more and more organisations are now seeing for themselves just how powerful an asset a RISO solution can be, and that's why we are adding to the team."

www.riso.co.uk

Kyocera appoints new President



Norihiko Ina

Kyocera Document Solutions Inc. has named Norihiko Ina as the new President of the organisation.

Ina will assume this prestigious position as of 1 April 2017, with outgoing President Takashi Kuki operating in the capacity of Vice Chairman.

As President, Ina will lead the strategic direction of the organisation, driving exceptional group performance in the business' ongoing transformational change within the digital and software arena.

www.kyoceradocumentsolutions.uk

Kodak Alaris IM hires new Sales Director

Simon Hill has been appointed Sales Director, Northern Europe for Kodak Alaris Information Management (IM). Hill joins from imaging and communication company, Nuance, where he led a \$20 million software sales team throughout the UK and Ireland.

With this appointment, Kodak Alaris IM has added valuable experience to its sales function. Hill has more than 20 years' experience selling, designing and implementing document technology solutions and services. Before Nuance acquired eCopy, he grew the eCopy business five-fold since joining the company in 2003. He also developed SCC's Print Management Division into an \$8 million business within two years and has sales achievements at EMC and Xerox.

Gerry Kelliher, EMEA Sales Director, Kodak Alaris IM, said Hill's appointment will ensure the business maintains and builds on what has been a successful year for the IM division.

"It's an exciting time to be at Kodak Alaris IM as we continue to transform our business, bringing together the science, technology and partnerships required for companies large and small, to exploit data to drive business efficiency, agility, speed, growth and profitability," Hill said.

www.kodakalaris.co.uk/go/IMnews



Simon Hill



Now get
**FOUR
 YEARS**
 of total peace of mind

For even greater peace of mind, we're now offering end-user customers 4 years Initial Guarantee as standard! Which includes free 24-hour online support as well as access to technical cover by phone during working hours. For convenience, it also includes all repair actions and the cost of spare parts.

Available on selected Lexmark devices.



MS510dn

CX510de

CS510de

| Mono | Colour |
|---------|---------|
| MS312dn | CS310dn |
| MS415dn | CS410dn |
| MS510dn | CS510de |
| MX310dn | CX310dn |
| MX410de | CX410de |
| MX510de | CX510de |
| MX511de | |

Contact your Lexmark Authorised Distributor today to find out more and to place your order!

exertis

01256 707070 | 01282 776776
 South | North

midwich
 midwich.com

01379 649200

WESTCOAST

0118 9126000
 00353 (0)1 404 6166



@LexmarkUK



Lexmark UK



Technology opens new possibilities for growth

New research underlines the need for British organisations to seize on opportunities offered by new technology

One of the findings of a recent Epson survey, was that UK workers are positive about the future of technological innovation and the workplace. The majority of respondents (76%) see technology opening new possibilities for growth and three-quarters think innovation will increase profit for organisations.

68% of Brits are optimistic about the impact of technology over the next decade, despite the perceived threat to jobs. While 77% believe technology will lead to fewer employees, more than half (55%) are willing to retrain and reskill for another role.

However, the research underlines the need for British organisations to seize on opportunities offered by new technology. 16% of UK employees think their companies are excellent at monitoring for advancements in technology, and only 12% believe they are excellent at engaging with employees to help with the decision-making process. Epson suggests that failure to address these shortcomings could result in British industry missing out on the advantages of adopting new technology.

Commenting on the findings, Epson Global President, Minoru Usui said: "The



environments in which we live, work and play are going to radically change, thanks to technology as we prevail in a world where our lives will take on a new purpose. It is understandable that people today are concerned by advances in technology, but we also face great opportunity, if technology is managed well."

Disruptive potential of technology

Almost half of respondents agreed that banking, finance and industrial manufacturing are likely to be significantly disrupted by advancements in technology.

People today are concerned by advances in technology, but we also face great opportunity, if technology is managed well

In contrast, just 12% felt technological advancement would affect legal accounting, and 14% thought professional services would be disrupted, suggesting UK employees underestimate the disruptive potential of technology. Epson argues that there is clearly a perception that technological change will affect some industries more than others, a belief which is arguably ill-founded considering that automation can disrupt any repetitive task, whatever the industry.

Usui continued: "Whatever our current livelihoods, our futures are going to be different and as these findings point out, there is an urgent need for more conversation between governments, organisations and society-at-large to ensure that we are all equipped with the skills to take on new roles and challenges.

"How we take ownership of this evolution will define our roles in the next 10 to 20 years. Technology is connecting us to new possibilities. As a company, Epson is dedicated to facilitating a positive technological shift by developing solutions that will make workforces more efficient and more productive. Our core technologies – wearables, robotics, visual imaging and printing technologies – are poised to deliver a positive version of this future," he said in conclusion.

www.epson.co.uk

Negativity epidemic in UK offices



A survey of 6,000 office workers across Europe revealed that people in the UK were the most likely to describe their working environment as uninspiring, with some also choosing to describe it as grim, oppressive and toxic.

The research from Sharp suggests UK businesses are in the grip of a negativity epidemic, over two-thirds of office workers feel negatively about their workplace, with outdated ways of working causing low morale and low

motivation across the country.

Technology in the workplace was identified as a major pain point, with just over half of respondents saying it is restrictive and limiting. Millennial workers (defined as those born after 1982), were more likely than the other age groups to say that they would be more motivated if their office had up to date technology. However, 45 per cent of this age group, despite having no experience of working life without computers and the internet, sometimes avoid using the technology in their office because it is too complicated.

Stuart Sykes, Managing Director, Sharp UK commented: "Making sure everyone feels motivated is important for creating a happy workplace, where people want to and can do their best work. Technology only improves motivation if it's helpful and easy to use, otherwise it becomes a de-motivator, either not being used, or worse,

causing frustration. Look at the tools you use, the tools you need and make those improvements that help people enjoy coming to work."

He added: "Within the next 10 years, Millennials will make up the majority of our workforce, so it's important that we learn from the younger workers, welcome new ideas and new insights, and provide smarter technology that is as easy to use as consumer devices."

www.sharp.co.uk/unlock



Out-of-the box integration

Vantage has announced direct integration between Vantage Online service management and billing system and Westcoast

Vantage Online was designed and developed in-house by Vantage. Managing Director Tony Milford said that it was launched in September 2016 as a completely re-written replacement for its legacy on-premises solution Service Accent.

"Whilst Service Accent is used by hundreds of office equipment and MPS businesses worldwide, as with any mature product, you can only keep adding features and functions for so long before you end up with a solution that is less user-friendly and flexible than you would ideally like it to be," he said.

"In 2013, recognising this was going to be the case with Service Accent, in conjunction with both clients and partners, we started work on the complete redesign of our service management and billing platform – Vantage Online is the result," he added.

Milford explained that from the earliest scoping meetings, they identified that the new solution would need to have a much wider range of integration with the myriad of complementary software solutions and supplier systems that clients need to use. "As part of this, our move to an MS SQL database and API-driven architecture was a conscious decision that enables us to massively reduce the amount of duplicate data entry that needs to be undertaken by our clients," he stated.

Direct integration

The latest development is what Vantage describes as a 'cutting-edge' direct integration between Vantage Online and Westcoast, which at the time of writing, had completed final testing and was expected to be available to users within the next few weeks.

Vantage Online already has out-of-the box integration with almost all leading accounting applications and industry-specific solutions including Print Audit, PrintFleet, XDA/XSM, eMaintenance and @Remote, to mention just a few.

It ensures a massive reduction in the time it takes to process orders and reduces the potential errors associated with keying data in manually

With many office equipment, MPS and managed services clients already utilising Westcoast for the procurement, supply and delivery of equipment, parts and consumables, Milford said that the partnership will give both companies' clients an end-to-end solution that will enable them to save time, reduce costs and improve profitability.

He commented: "In the case of Westcoast, the fact that many of our dealers and distributors now source their machines, parts, supplies and consumables through Westcoast, means that the ability for clients to push orders directly from Vantage Online (which manages their billing, contract administration, service and helpdesk, stock, consumables and reporting), into Westcoast's back-office system, and in return receive updates on the progress of those orders, (from picking through to end-user delivery), gives them complete end-to-end visibility over their order processing.

"At the same time it ensures a massive reduction in the time it takes to process orders and reduces the potential errors associated with keying data in manually into multiple places," he added.

Purchase orders on demand

This functionality allows Vantage Online clients to send purchase orders on demand from Vantage Online to Westcoast via the use of the Westcoast API (XML Portal). They will then seamlessly receive the despatch notifications and other updates, including tracking information. Invoices from Westcoast can then be received directly and made available as supplier invoices within Vantage Online.

"Work is already underway to further

enhance the information shared between these two key components of our shared clients' businesses, with the ongoing aim of ensuring that both Westcoast and Vantage Online remain the leading choice for industry-specific solutions," Milford said.

Westcoast Managing Director Alex Tatham, said: "We are pleased to be working with Vantage and this integration with their market-leading software products will enable our joint customers to achieve significant cost savings and increase efficiency. It allows orders to be placed seamlessly via our bi-directional integration (EDI) and gives resellers full track and trace visibility, with full invoice matching to streamline the payment authorisation workflow process."

"This logical extension of the partnership between Westcoast and Vantage will save our clients huge amounts of time and give them even greater visibility of this essential aspect of their business. We have exciting future plans to extend this partnership and look forward to delivering further enhancements for our clients over the forthcoming months," Milford continued.

"The full API and SDK for Vantage Online will be launched before the end of 2017 and we are already working with several key customers and partners to provide integration with their CRM and eMarketing solutions," Milford said. "The overall aim is to ensure that Vantage Online continues to be the dealer management solution of choice for office equipment and MPS/managed services business in more than 35 countries worldwide," he said in conclusion.

www.westcoast.co.uk
www.vantagecomputing.co.uk





Ingram Micro offer Canon's broad range of colour multifunction printers for Home & Small Office.



PIXMA MG2550S

- Fast printing of high quality documents and photos
- Be inspired to print with CREATIVE PARK PREMIUM
- Print more pages for your money with XL ink options
- Ships with full ink cartridges



PIXMA MG7751

- Enjoy premium quality photo printing with 6 single inks
- Instantly print or scan using smartphones, tablets and PictBridge cameras
- Print from and scan to popular cloud services
- Ships with full ink cartridges



i-SENSYS MF729Cx

- Small footprint, big capabilities: the complete A4 laser multifunctional with NFC
- Consistent reliability and quality thanks to easily replaceable All-In-One cartridges
- Convenient support for cloud and mobile devices simplifies working on-the-go



MAXIFY MB5455

- Fast productivity at 24 ipm mono, 15.5 ipm colour
- Wireless printing for smartphones and tablets
- Cloud connectivity: scan to cloud or email
- Ships with full ink cartridges
- High ink yields: 2,500 mono/1,500 colour pages



TechData

Keep the wolf from y

Only 2% of business printers are protected against hacking, the hacker has an open buffet on all of your files and your customer's financial and personal data. It's simple, low security on your printer gives easy access onto your system then it's only a few stepping stones to your most private information. The printer is the hacker's easy way around your firewall.

PRINTERS > NETWORK > DATA > PRIVATE AND PERSONAL INFORMATION

Protect yourself, protect your customer.

Watch the film at: www.techdata.co.uk/hp/wolf

End user
campaign
launched

our customers' door

It's up to you to not only spot the hacking risks
but completely eradicate them.

If your customers aren't taking their printer security
seriously, someone else will.

It just takes one hack to destroy the future success
of your business and that of your customers.



Protect your business at
hp.com/go/reinventsecurity

 **TechData**

techdata.co.uk

Beta opens two new offices

Beta Distribution has achieved another year of growth, recording a £15 million increase in turnover year on year

Turnover for FY16/17 was £200 million, representing around eight per cent growth on the previous year. "Growth has come from all parts of the business, but we've witnessed a significant increase within our technology products offer," Nigel Morris, Beta's Marketing Director explained.

Beta's technology products business spans transactional items such as LTO tapes – products which resellers can source from stock at a competitive price and which are delivered next-day, to prosumer products such as desktop drives, through to enterprise high-end technology solutions, typically sourced by VARs and MSPs.

Around 2,600 customers traded with Beta last year, a number that Morris says has been similar for the past couple of years but will probably increase this year as the product offering broadens to attract more VARs and MSPs. The distie, which has 103 staff, processes around 2,000 orders per day.

"We have consistently grown the business year on year and we are targeting an incremental ten per cent this coming year," Morris said. "In a very competitive market where some of the core products are in decline, this may seem quite a challenge. But we're confident we have a strong plan in place to achieve our goal."

Building its proposition

Beta is focused on further building its proposition in the enterprise technology arena. It has made two key appointments and opened a new Northern office, moves designed to support its strategy to ramp up its presence within this space.

The distie has recently recruited Chris Moore as Head of Sales for its newly opened Northern office, which is in Leeds. Moore, who was formerly Sales Manager at CMS Distribution, where he spent 19 years sees enormous opportunity at Beta. Commenting on his appointment he said: "I was really impressed with the ambition



and ongoing investment plans that Beta has to become a leading player in the enterprise market. A really strong product and brand portfolio plus a very clear vision of how to succeed in this market were two of the main factors in deciding to become part of this very exciting journey."

"In Chris, we've hired a heavy hitter – CMS was effectively our biggest competitor in this sector, so that's a really big step for us," Morris said, adding that he is currently recruiting experienced enterprise sales people to add to the team.

Morris said that the decision to expand its footprint into the north of the country was a tactical one. "People buy from people, and we've opened the new office in the centre of Leeds to increase the support we offer to our Northern-based partners."

Miguel Castro has also joined as Head of Solutions Architecture. In this newly created role, Castro will provide in-depth technical and implementation support to MSPs and VARs, working with them from project inception right through to final delivery.

Castro has been in the IT industry for over 13 years, with his most recent role at network storage solutions vendor Infortrend, an important vendor for Beta.

Easy to do business with

Morris pointed out that whilst Beta's focus is firmly on growth within the enterprise space, sales of consumables, its bread and butter, have also risen. "EOS is a declining market but we continue to get a bigger chunk each year. I think our big USPs are that we are a wholly trade-only business,



Nigel Morris,
Marketing
Director



Chris Moore,
Head of Sales –
Beta Northern
Office



Miguel Castro,
Head of Solutions
Architecture

we have a large stock holding, offer great pricing and we can direct ship to end-users next-day," he said.

The print business also continues to remain strong. "We are Canon's largest print hardware distributor and it's very much business as usual with the Samsung print range we offer," Morris said.

Next month Beta will launch a new range of select consumer-type products such as desktop drives that Morris says can be sold in much the same way as resellers sell other volume-based commodity products including printers, scanners and EOS.

"With GDPR imminent, we see an opportunity for dealers to sell a wider range of products and they don't need a great deal of technical knowledge to make margin," he stated.

The company's digital signage arm is also going from strength to strength. It has just agreed a partnership with Samsung to deliver its large format displays (LFDs) range with additional services that include in-house content creation, delivery and management.

The partnership will enable BetaDMS channel partners to offer a full digital signage service to customers expanding portfolios further than just hardware and generating additional revenue. "The Samsung brand is a great one to have in our portfolio and a name that will attract the attention of potential customers for our IT resellers. The company has also opened a new sales office in Reading to further enable growth within the AV and IT sectors.

www.betadistribution.com

Ingram Micro the UKs largest print hardware distributor

– constantly investing in the channel.

HP print promise - Call your specialist for details

Tom Geldeard

Product Sales Specialist HP Print & Imaging

Tom.Geldeard@ingrammicro.com

Direct: +44 (0)1908 807 218

Mobile: +44 7392 297 789

Aaron Wood

HP Supplies Sales Specialist

Aaron.Wood@ingrammicro.com

Direct: +44 (0) 1908 807 215

Main +44 (0) 371 973 3000



Bridging the paper and digital gap

Louella Fernandes, Associate Director for Print Services and Solutions at Quocirca, explains why MPS providers are well positioned to become an organisation's strategic partner in the drive to accelerate the digitisation process



Louella Fernandes,
Associate Director,
Print Services and
Solutions,
Quocirca

According to Quocirca's Digital Maturity Index, organisations that are ahead of their peers in the digitisation journey are outperforming them in profitability, customer loyalty and employee engagement.

Despite almost 70 per cent of organisations recognising digitisation as a key element of an information management strategy, businesses remain reliant on paper-based processes. Almost 60 per cent of those surveyed, report that up to 30 per cent of their processes use paper, with the most cited reason being the need for physical signatures.

In addition to being inefficient and costly, this dependence on paper leaves an enterprise open to security vulnerabilities and compliance issues.

Driving digitisation

More than 80 per cent of companies believe increasing business process efficiency to be a very important factor in driving digitisation. Almost two-thirds have already digitised several business

processes, with the most common areas being records management (41 per cent), claims processing (32 per cent) and accounts payable/receivable (30 per cent).

The most mature organisations in the survey – those Quocirca identified as 'digital leaders' – combine a clear digital transformation strategy with investment in business and workflow automation tools.

Implementing integrated, enterprise-wide policies to control and manage both paper and digital information is essential. While 44 per cent of businesses have done this, only 15 per cent report that paper and digital workflow integration is very effective.

The other key driver of digital maturity is the implementation of workflow solutions which enable more effective information sharing, collaboration and efficiency. The digital leaders in Quocirca's survey have invested in a range of solutions such as e-invoicing, e-signatures and document capture.

The roadblocks

There is no 'one size fits all' approach for digital transformation, and it requires significant cultural change for some. Business process automation typically demands strong employee and executive commitment, supported by governance and change management. The biggest challenge is securing employee commitment, cited by 46 per cent of respondents as their main hurdle. Justifying investment is another common obstacle, resulting in silos of automation around the business which cannot be integrated.

The sheer scope of digital transformation projects is a major challenge. Each organisation must take action across a number of areas, including paper digitisation, automating back-office applications, information management and collaboration, and implementing new digital customer engagement models.

This complexity is driving enterprises to look for partners that can support the entire digital transformation journey, augmenting their strategic capabilities and enabling full business process automation by implementing solutions that can be integrated with existing infrastructure.

Leading managed print service (MPS) providers are exceptionally well positioned

to become an organisation's strategic partner in the drive to accelerate the digitisation process. Their offering has evolved beyond its traditional roots of print, into broader solutions and services that automate business processes and optimise workflows.

Their breadth and depth of experience gives managed print service providers an edge as a trusted and strategic partner for long-term digital transformation. Partnering with an MPS provider brings organisations deep technical expertise, best practice, scale and flexibility and best-in-class service levels.

Strategic partnerships build digital maturity

MPS is an established approach to reducing the cost, complexity and risk associated with an unmanaged print infrastructure. Leading providers have extended their capabilities to encompass broader information management and business and workflow automation offerings, including software and services.

This gives them the unique advantage of being able to provide a strategic, holistic assessment of the complete information lifecycle – both paper and digital – and to recommend opportunities for automation.

Drawing from their extensive solutions portfolios, they can then provide tools and software to improve workflow efficiency. Through proprietary technology and strategic partnerships, they are able to offer solutions and services that cover most areas of digital transformation - document capture, processing, workflow integration and automation, content management and customer communications.

Almost half of the businesses in the *Quocirca Digital Maturity Index* survey currently use an MPS provider for digitisation/workflow automation, with a further 32 per cent planning to do so. The findings reveal that those which use MPS already are ahead of the curve when it comes to their digitisation and business process automation strategy: 77 per cent reported that they were effective in integrating paper and digital workflows compared to 56 per cent of those not using MPS.

MPS providers should perform a more proactive role in supporting digital

transformation. They need to build the capability to provide a strategic roadmap for organisations - one which involves benchmarking and maturity assessments, and the detailed evaluation of business processes to prioritise business needs. They should offer a flexible, modular and

industry-focused portfolio of solutions that supports a phased approach. Above all, MPS providers must be able to align with the customer's business strategy approach, and retain a sharp focus on delivering business outcomes and value.

www.quocirca.com

A paperless NHS

Steve Clarke, Healthcare Solutions Manager, Kodak Alaris Information Management (IM) explains how resellers can win more business in the healthcare sector by delivering real value-add

Last year Health Secretary Jeremy Hunt announced a £1.8 billion investment to digitise patient records and said every local health authority must be paper-free by 2020. As part of the Paperless 2020 initiative, the NHS is tasked with modernising its IT systems in line with other public sector organisations, finding more efficient ways of working to reduce costs, increase productivity and improve relationships with patients.

Digital transformation is central to the Government's plans for a paperless NHS, however making the shift from analogue to digital processes in the traditionally paper-intensive healthcare arena, is undoubtedly a complicated proposition.

NHS Trusts typically have a lack of experience in document capture, and faced with the mammoth ongoing task of digitising all paper-based records, will be looking to partner with a company who can impart their knowledge and expertise.

Importantly, NHS Trusts must comply with BS 10008: 2014 (Evidential weight and legal admissibility of electronic information) as per the NHS Records Management Code of Practice. The



Steve Clarke,
Healthcare Solutions Manager,
Kodak Alaris Information Management

Code states that where scanning is used, the electronic document must perform the same function as the paper version, as scanned records can also be challenged in court.

Training and knowledge

Kodak Alaris IM is working with its channel partners, providing training and knowledge to upskill their teams, enabling them to differentiate within this sector. We are committed to helping resellers to better understand the healthcare sector-specific challenges and demonstrate that they understand the full scope of NHS customers' requirements from both a technology and compliance perspective.

Being able to demonstrate the reliability of electronic information and ensuring a digital audit trail is in place from the point of scanning, is mission-critical for every NHS organisation undergoing digital transformation.

We firmly believe that it is the resellers who can not only supply the best scanning technology and software solutions, but who can also offer expert advice and training, to ensure that scanners are set-up and used in a way that will ensure compliance with the standard, will be well positioned to win in this sector.

Ultimately, going digital will mean a more efficient NHS and Kodak Alaris' latest range of scanners and software provide a range of features to ensure healthcare organisations stay protected, productive and compliant, throughout their digitisation journey.

www.kodakalaris.co.uk/go/IMnews



International Copiers

Suppliers of Copiers & Printers Around the Globe

Our strength is in our passion and commitment to our clients.

Established over 20 years, International Copiers are the leading supplier, exporter and buyer of used copiers in the UK. We provide our customers with high-tech, high performance products at competitive rates.

To discuss your fleet disposal requirements or refurbished MFP requirements call 01189 220 100

www.internationalcopiers.com



UKCloud ramps up partner recruitment

UKCloud, is actively recruiting new channel partners to collaborate on new public sector business via the G-Cloud 9 tender's latest iteration



The easy to adopt, easy to use and easy to leave, assured cloud services company, has offered its range of cloud solutions via G-Cloud since the framework first went live in 2012. The firm says its credentials and expertise are second to none when it comes to supporting partners make great G-Cloud submissions that stand out from the competition.

According to the Government's digital marketplace blog, suppliers are able to apply to offer their services through G-Cloud 9 (G9) from March 2017 and G9 services are expected to be available to buy on the digital marketplace in May.

A single iteration of G-Cloud

Since G-Cloud 2, two iterations of the G-Cloud framework have run in parallel - G9 will replace G-Cloud 7 (G7) and G-Cloud 8 (G8). For suppliers, this means that they must apply for G9 to continue selling their G-Cloud services on the digital marketplace - G7 and G8 services will be removed from the digital marketplace when G9 services go live.

For buyers, this means that no new procurements for G8 services can start after the date that G-Cloud 9 services go and any G8 procurements already underway must be completed by the framework's expiry date on 28 July 2017.

Increased support

UKCloud's partner programme is a structured comprehensive framework with

numerous rewards based upon the tier of partner agreement – partner or preferred partner. The company launched a revamped channel partner programme in November 2016, which offers both new and existing partners increased support with access to technical, marketing and sales expertise, giving them the best possible chance of success.

To date, it has helped approximately 120 partner organisations onto the G-Cloud Framework and the company has supported more than 465 partner projects across the UK public sector.

CEO Simon Hansford said: "As a longstanding ardent G-Cloud supporter and supplier, having sold our cloud services through the framework since the very beginning, we're fully committed to helping new partners on-board and continuing our extensive support for our existing partners."

IT companies seeking to break into the UK public sector market must be familiar with and overcome very specific requirements when it comes to assurance, connectivity and commercial governance. UKCloud partners not only benefit from the firm's fully accredited platform, but also have access to a dedicated G-Cloud 9 check list, a free 'How to Submit' guide and a Q&A forum, which provides detailed help and support around achieving the necessary security credentials, and answering the extensive security questions which are part of the submission process for G-Cloud 9.

"We expect G-Cloud 9 to be the best

G-Cloud 9 has a renewed emphasis on suppliers' security credentials, improves the buyer journey through granular service categorisation, and has easy to understand terms and conditions, which are still robust.

iteration yet, thanks to the extensive consultations carried out by the Government Digital Service and Crown Commercial Service," Hansford stated. "G-Cloud 9 has a renewed emphasis on suppliers' security credentials, improves the buyer journey through granular service categorisation, and has easy to understand terms and conditions, which are still robust. We expect these innovative changes to attract even more buyers than before, from a wider range of market sectors than before".

He added: "With more than 230 like-minded channel partners and hundreds of successful joint projects to date, we're committed to continuing this momentum. Our channel partner programme has always been a vital part of our business model and we look forward to achieving further collaborations via G-Cloud 9."

The combination of a range of solutions designed specifically for UK public sector requirements, together with exceptional compliance, service performance and support credentials, confirm UKCloud's position to support public sector digital transformation and its customers who deliver critical services to citizens.

Value for money

UKCloud also provides value for money, in January this year, it announced its tenth round of price reductions across two of its most popular services: Cloud Storage, which provides a cost-effective storage repository for a variety of sensitive data assets, including body worn video and medical data, and Enterprise Compute Cloud, a VMware powered cloud platform that provides reliable and flexible hosting of a variety of virtual machines and customer workloads.

The reductions applied to both the internet connected Assured OFFICIAL cloud platform, as well as UKCloud's Elevated OFFICIAL cloud platform, which provides the scalability and flexibility of a genuine cloud platform in the lower risk environment of public sector networks.

The result of significant economies of scale and investment in hyper-converged infrastructure, the price reductions coincided with price hikes elsewhere in the industry, particularly from US corporations. www.info.ukcloud.com/g9

Trends to watch in 2017

CompTIA's *IT Industry Outlook 2017* report projects global industry growth of 4.1 per cent in 2017. The recently released report also identifies 12 trends in technology, workforce and the IT channel that are likely to impact the industry

TECHNOLOGY

- **The tools of the cloud era emerge:** New elements built from a cloud mind-set will play larger roles, challenging users to integrate the pieces into a comprehensive digital strategy.
- **Security gets worse before it gets better:** Many firms remain unprepared for a cyber-attack even in the midst of a flood of headline-making security breaches.
- **Data teams bridge the gap between IT and business:** Data specialists will move from backstage to centre stage to harness the power of organisational data.
- **IoT transforms physical environments and social conventions:** The Internet of Things will be a major disruptor as more physical objects gain intelligence and connectivity.



CHANNEL

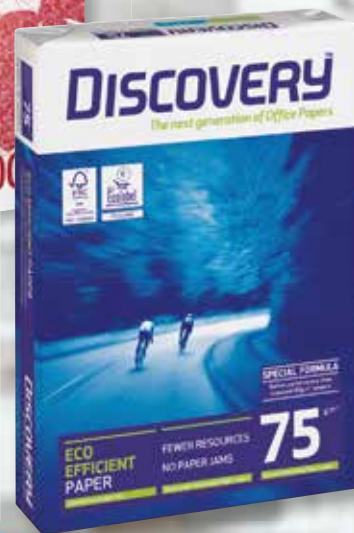
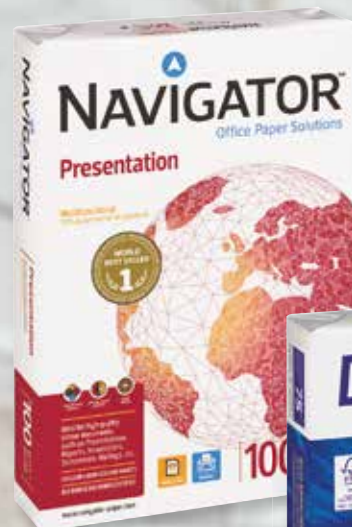
- **New faces in the channel test traditional go-to market approaches:** The line-up of sources for technology solutions is expanding as non-traditional entities get into the business.
- **Mandate coming to retool partner programmes:** What was once valued - sales spiffs, discounts and rebates - are no longer as relevant in today's services-based market.
- **An aging channel community hastens need to find new blood:** An estimated 40 per cent of the channel universe expects to retire over the next decade. Where are their successors?
- **Opportunity spikes in cloud management arena:** The number of cloud companies and services continues to proliferate, giving customers more options and more opportunities for channel partners.

WORKFORCE

- **Workers push the boundaries of 'bring your own collaboration':** It's a balancing act for employers, the benefits of greater productivity and employee satisfaction vs. security risks.
- **The blended workforce takes on new meaning:** Match-making employment platforms create new options for employers, full-time, temporary and contract workers.
- **Debate intensifies over technology's impact on employment:** New questions arise over the use of artificial intelligence, virtual assistants and other knowledge-based systems.
- **Skills gap grows in scope and nuance, forcing organisations to rethink workforce strategies:** All signs point to a widening skills gap in many areas. But many employers still lag in hiring or professional development best practices.

CompTIA's *IT Industry Outlook 2017* is based on an online survey of 530 industry executives in the United States (310), United Kingdom (122) and Canada (98). www.comptia.org

TOP Brands of Office Papers



NAVIGATOR
Office Paper Solutions

DISCOVERY
The next generation of Office Papers

For more information or samples contact your local branch or email marketing@paper.co.uk



Follow us

www.paper.co.uk

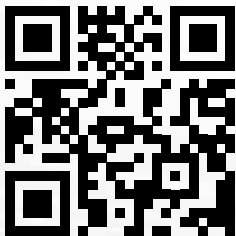
Why Westcoast?

Westcoast are ideally placed to help you maximise your print sales.

We support 5000 resellers, retailers and dealers across the UK and Ireland with a range of value add services including credit, marketing, logistics and warehousing for partners that don't have the space to hold large stock quantities.

As the first distributor to offer a Pre-Delivery Inspection Service on all HP printers, we eliminate DOA headaches as well as saving you time and money. From delivery to installation on premises as well as product demonstrations where required - we really are the 1st choice for all things print.

Contact your Account Manager NOW for more information on our value added services and how our PDI service can help your business.



UK's biggest distributor
of consumables



10,000 lines
in stock



Dedicated to
Green Supplies

WESTCOAST



iMprint
by Westcoast

www.westcoast.co.uk/imprint



Rebrandable marketing
available in 48 hours!



Hassle free
online ordering



Real time
delivery tracking

IoT heading for mass adoption by 2019

A global study published by Aruba, a Hewlett Packard Enterprise company, found that IoT adopters are seeing strong gains in innovation and business efficiency

The analysis confirms the clear business benefits from investments in IoT, however, Aruba's report cautions that connecting thousands of things to existing business networks has already resulted in security breaches for the majority of organisations. 84 per cent of organisations have experienced an IoT-related security breach.

One of the key findings from *The Internet of Things: Today and Tomorrow* research, which questioned 3,100 IT and business decision-makers across 20 countries, was that IoT will soon be widespread. 85 per cent of businesses who participated stated that they plan to implement it by 2019.

Technology visionary Kevin Ashton, who coined the term Internet of Things defines it as: "The 'Internet of Things' means sensors connected to the Internet and behaving in an Internet-like way by making open, ad hoc connections, sharing data freely and allowing unexpected applications, so computers can understand the world around them and become humanity's nervous system."

When examining the business benefits of IoT, Ashton discovered that the real-world benefits exceeded even the original expectations. This 'expectations dividend' is evident in two key performance areas -

Since its inception in 1999, the Internet of Things has been ridiculed, criticised and misunderstood



Leaders in IOT adoption

Enterprises: Over seven in ten enterprises have introduced IoT devices into the workplace. 78 per cent say the introduction of IoT in the workplace has improved the effectiveness of their IT team, and three-quarters find it has increased profitability.

The industrial sector: 62 per cent of respondents in the industrial sector have already implemented IoT. Using IoT to monitor and maintain essential industrial functions was identified as the most impactful use case in the sector. The use of IP-based surveillance cameras for physical security within industrial organisations is still in its infancy, with only six per cent having implemented it. However, when asked about future implementations, surveillance jumped five-fold to 32 per cent. Across the sector, the majority,

83 per cent report increased business efficiency and another 80 per cent have found improved visibility across the organisation.

Healthcare: 60 per cent of healthcare organisations globally have introduced IoT devices into their facilities. Across the sector, 42 per cent of executives rank monitoring and maintenance as the number one use of IoT – higher than all other sectors. This underscores the importance of IoT-enabled patient monitoring in the modern healthcare industry. Eight in ten report an increase in innovation and another 73 per cent report cost savings.

Retailers: Just under half of retailers are using IoT technology, but 81 per cent of these report improved customer experiences. In-store location

services delivering personalised offers and product information to shoppers was touted as the number one implementation for IoT, alongside monitoring and maintenance. Four in ten retailers ranked surveillance in their top three key use cases.

Government: Only 42 per cent of municipalities have deployed IoT devices and sensors. A third of IT decision makers claim their executives have little to no understanding of IoT, double the global average, suggesting that lack of education is the biggest barrier to mass adoption in this sector. While nearly half of government IT departments are struggling with legacy technology, seven in ten IoT adopters in the public sector report cost savings and improved organisational visibility as the major benefits.

business efficiency and profitability.

As an example, only 16 per cent of business leaders projected a large profit gain from their IoT investment, yet post-adoption, 32 per cent of executives realised profit increases. Similarly, only 29 per cent of executives expected their IoT strategies to result in business efficiency improvements, whereas actual results show that 46 per cent experienced efficiency gains.

Key challenges

Alongside these positive returns, the study also uncovers a number of obstacles that IT leaders feel are preventing IoT from delivering greater business impact. In particular, the cost of implementation (50 per cent), maintenance (44 per cent) and integration of legacy technology (43 per cent) were highlighted as key issues.

Most notably, security flaws were found across many IoT deployments. More than half of respondents declared that external attacks are a key barrier to embracing and adopting an IoT strategy. This confirms that a holistic IoT security strategy, built on strong network access control and policy management, will not only protect

enterprises but also simplify the security approach for IT.

The ability to capture and effectively use data is described by Ashton as: "What defines the Internet of Things" but this appears to be another clear challenge for global organisations. While 98 per cent of companies that have adopted IoT claim that they can analyse data, almost all respondents (97 per cent) feel there are challenges to creating value from this data. Well over a third of businesses are not extracting or analysing data within corporate networks, and are thereby missing out on insights that could improve business decisions.

Chris Kozup, Vice President of Marketing at Aruba said: "While IoT grows in deployment, scale and complexity, proper security methodologies to protect the network and devices, and more importantly, the data and insights they extract, must also keep pace. If businesses do not take immediate steps to gain visibility and profile the IoT activities within their offices, they run the risk of exposure to potentially malicious activities. Aruba is enabling customers to rapidly assess IoT deployments within their facilities and

determine any potential threats that may be present."

Ashton continued: "Since its inception in 1999, the Internet of Things has been ridiculed, criticised and misunderstood. And yet here we are, less than two decades later, in a world where tens of thousands of organisations are saving and making hundreds of millions of dollars from the Internet of Things, using cars that drive themselves, subway stations that sense passengers, algorithms that diagnose deadly diseases using phones, and many other once apparently-impossible technologies. The future promises far more amazing things. The most important decision you can make now is how to be a part of it."

In conclusion Kozup said: "With the business benefits of IoT surpassing expectations, it's no surprise that the business world will move towards mass adoption by 2019. But with many executives unsure of how to apply IoT to their business, those who succeed in implementing IoT are well positioned to gain a competitive advantage."

www.arubanetworks.com

Tens of thousands of organisations are saving and making hundreds of millions of dollars from the Internet of Things

LEADING THE WAY FOR 30 YEARS

ProcessFlows[®]

Improving Business by Transforming Process

Celebrating 30 years
1987-2017

- Three decades of forward-thinking, constant innovation and staying one step ahead
- Five major business units - Complex Solutions, Print & Fax, Unified Comms & SMS, Managed Services (Outsourcing)
- Unrivalled Client Services, 24x7 Support

**OPENTEXT[™] Partner
DISTRIBUTOR**

2017 - Awarded Sole EMEA
distribution of OpenText Solutions;
RightFax and Alchemy

01962 835053 | PROCESSFLOWS.CO.UK

EPSON GENUINE INK

Unrivalled ink for every use

Designed for business printing, the Epson DURABrite Ultra Inks are quick drying, long lasting and smudge resistant. Ideal for producing professional reports, charts and photos, DURABrite Ultra Ink dries instantly so it's perfect for use in environments where duplex printing is regularly used or set as standard.



Customer benefits of using Epson DURABrite Inks include;

- Bright and distinct colour prints as a result of resin coated pigment particles
- Long lasting
- Highlighter, water and smudge resistant
- Double sided prints that don't bleed
- Print on any paper from glossy to recycled
- Quick drying formula enabling prints to be handled immediately
- Make a saving by only replacing the colour used

Why chose Westcoast for your Epson supplies?

Westcoast is the UK's largest distributor of print consumables and supplies, with a stock holding of more than 10,000 lines and direct relationships with major supplies vendors. Purchase your supplies through Westcoast and receive high quality products supported by a reliable service from your dedicated Account Manager.

large

Our size allows us to hold greater stock and SKU's with the largest supplies stock holding in the UK.

focussed

Working with fewer vendors means we have in depth knowledge of our business, ensuring you get the expertise you need.

efficient

100% of our products can be purchased online and our timed delivery options mean you can promise your customers delivery to the hour.

great value

We ensure your business operates efficiently and profitably by taking costs from the supply chain and offering low delivery costs.

flexible

Being privately owned ensures we respond to you quickly and integrate your business practises.

innovative

We constantly develop additional tools and services such as our configuration tools and product selectors. © Westcoast 2016

personal service

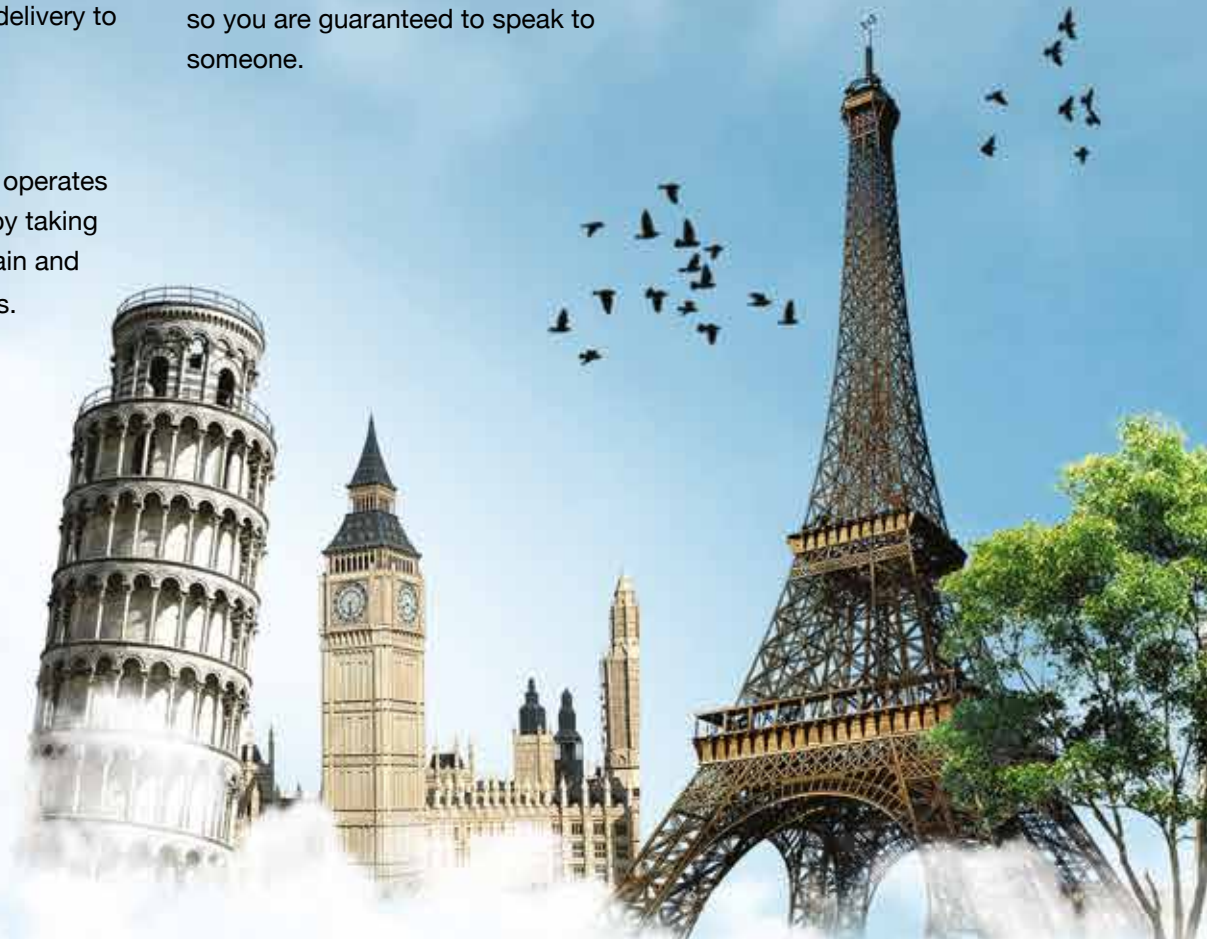
You benefit from a dedicated sales, customer services and credit control Account Manager with no voicemail so you are guaranteed to speak to someone.

passionate

Enthusiasm to serve our customers runs through the core of our business. We put you first, going above and beyond to ensure you and your customers get the best service possible.

award winning

Consistently ranked in the Sunday Times Top Track of the 100 Largest Privately Owned UK Companies and regularly awarded software, hardware, finance, sales and marketing accolades.



Konica Minolta seeks to reinvent itself as an IT services provider with the launch of Workplace Hub

Konica Minolta turns the page

Faced with declining print volumes, longer hardware replacement cycles and shrinking margins for their core products, printer vendors, for years now, have been trying to reinvent themselves as IT services providers, often with scant justification and little success.

Konica Minolta is planning to buck the trend. Earlier this year, it signalled its intentions with the acquisition of ProcessFlows, a document management and automation specialist, and now, more significantly, it has launched a new platform designed to simplify IT infrastructure and management in small and medium-sized businesses.

The Workplace Hub is a compact server/storage/networking unit that connects to an organisation's existing tools, services and devices, providing a single dashboard for easy management of the IT infrastructure, plus a range of IT services delivered by Konica Minolta.

The platform, developed with key partners HP (server), Sophos (security) and Microsoft (collaboration and office solutions), is designed to help SMEs with their digital transformation now and in the future. The product roadmap, for example, includes the integration of technologies such as IoT, AI, Intelligent Edge and Decision Support as they become part of the workplace of tomorrow.

When it is launched in the autumn, Konica Minolta's platform will be available in four versions: the standalone Edge; the rack Edge; the Workplace Hub; and the Workplace Hub Mini. The Workplace Hub variants feature an Edge built into an enclosure beneath an A3 MFP and an A4 printer respectively.

This link with Konica Minolta's heritage is for practical rather than sentimental reasons – it saves space in small firms with



When everything runs smoothly my boss comes up to me and says what am I paying you for?



little room for equipment, and the range of the built-in WiFi antenna is reportedly better if located within a printer on the office floor rather than in a server room.

Removing complexity

To find out more about the product, James Goulding spoke to Jérôme-Etienne Zastrow, Konica Minolta Manager Portfolio Extension, asking him first about the thinking behind its development.

"We had a look at what work problems SMEs have and found that the complexity of the IT environment in a small company is not much less than in a big company. Yet the big company has an IT department staffed with specialists. A small company or the branch office of a bigger company generally only has one generalist to cope with all this complexity.

"We spoke to these guys and one quote that stuck in my head was 'When everything runs smoothly my boss comes up to me and says what am I paying you for? And when things go wrong he comes to me and again says what am I paying you for?'. For me, that really expresses the difficult position these people are in," he said.

Zastrow points out that while IT has become more connected and less complex in enterprises, small businesses have yet to benefit from this trend and are still having to manage large numbers of devices and software applications.

"One of the people we spoke to said he would be happy if he could cut down from 50 to 15 administration software applications. We said 'You've only got 50 people, why do you have so much to

administer?' and he said 'Easy. We started with an office in London and then we bought a company in Birmingham with a totally different IT set-up, and then we acquired a small company somewhere else and they again had a different set-up'. As a small company, you can't immediately renew the entire IT of the companies involved, so huge complexity builds up.

"We thought how can we change that. We looked at all the IT infrastructure in a company and basically put all those that are accessed by multiple people in a box – the server, the storage, the WiFi networking, security, printers and so on. We standardised that so that every workplace has the same server, the same storage, the same security and created a dashboard that we put on top so that now the IT generalist doesn't have to cope with 10 or 15 different applications, but just one.

"The second part is that we offer services around this. We offer to provide services for everything or just certain items – the customer can pick and mix. At the moment, we are offering back-up and security management, server management, WiFi management, repair services, copy and printing services, IT helpdesk services, and we will add more services in the future," he said.

Easy collaboration

The third element of the Workplace Hub is Teamspace, an HTML 5 application that Konica Minolta has developed to remove the things people still find difficult

Continued...





IS THIS THE FACE YOU PULL

WHEN YOU REALISE YOUR SERVICE TECHNICIANS AREN'T HIGHLY PRODUCTIVE?

ECi e-automate's end-to-end business solution will:

- Reduce 'return to fit' by giving technicians real-time visibility of stock
- Increase ratio of phone fix call clearing
- Optimise stock replenishment of technician car inventory
- Reassign or re-schedule jobs to ensure business continuity and that you are meeting your SLAs
- Improve workflow by allowing technicians to update service calls while they are on the road
- Benchmark engineer performance and get insight into best practices via a suite of reports



PURCHASING



INVENTORY



REPORTING



ACCOUNTING



CONTRACTS



SALES



SERVICE

Stop pulling faces. Let us demonstrate how e-automate will put cash back into your business

www2.ecisolutions.com/facepull-4-PIT

...continued



about collaboration. These range from connectivity issues to the complexity of dealing with companies with different collaboration platforms and different file-sharing platforms, and even the difficulty of standardising collaboration within an organisation.

"Every company we encountered complained about how difficult collaboration is, which was interesting for us because at that stage we weren't talking about collaboration but only IT and infrastructure. We thought everything to do with collaboration was solved, but people said there is still a lot that is wrong," explained Zastrow.

"So we came up with the idea of Teamspace and putting everything to do with collaboration – text messaging, video calls, voice calls, file sharing etc. – under one dashboard. We are not offering all these services, but are connecting the tools that a company already uses. We can connect to Lync, we can connect to Sharepoint, we can connect to Webex, we can connect to Google Cloud, we can connect to Dropbox and so on. This makes it far easier for non-hardcore users of these systems, while hardcore users still get full usage, because it's just a connector, a different view."

This application underlines one of the attractions of Workplace Hub for small businesses, which is the potential to change applications and services at a pace that suits them.

"There will always be legacy systems, and smaller companies don't like to be limited to one vendor," explained Zastrow. "The only thing we do is replace the hardware so you don't have legacy and old equipment. And you don't need to purchase it – you just rent it per month

per user from us, so there is no upfront investment. On the software side, you can keep using what you already use."

A square metre of datacentre

It is this easy user experience that most excites another of Konica Minolta's partners, Canonical creator of the Ubuntu operating system used by the Workplace Hub to connect the hardware and software and so create the user experience.

John Zannos, vice president Alliances/Business Development at Canonical, describes the Workplace Hub as 'a square metre of datacentre in every small company in the world where they have a printer' – an entry point for data coming into that company and being distributed to employees and for those employees to be able to make use of an application and push information out to the cloud.

He is looking forward to working with Konica Minolta to build a broader ecosystem of partners and applications, incorporating developing technologies like AI and machine learning to make the user experience even richer.

"I foresee a time when this device can be somewhat self-aware. Say, I am

And when things go wrong he comes to me and again says what am I paying you for?

in a hospital, what are the applications that matter for a hospital? What are the functions and services the average employee in a hospital needs to use? At launch, this product is about a horizontal strategy hub, but ultimately you can see a world where it is vertically segmented, sensitive to the challenges of each particular market segment," he said.

For Zannos, its ability to make complex technology accessible to everyone is what really sets the Workplace Hub apart.

"Back in the day, there was somebody that rode a horse, who said 'I am always going to ride a horse'. Then the train came and they said 'That's really noisy, expensive, never on time; I'm going to continue to ride my horse'. After some time, the train was all of a sudden convenient, inexpensive, always accessible and always on time, and that person for all their historical bias stops riding the horse. What Konica Minolta have created is that moment. They are trying to package technology so it's easily accessible for anybody to use, and that will drive adoption," he said.

www.konicaminolta.co.uk



Hub & spoke

Konica Minolta also unveiled a Workplace Hub accessory called the Spoke (naturally). Likely to be launched in 2019, this portable workspace gives mobile workers secure access to all their files (encrypted) when out and about. It comes with LTE (4G and 5G) connectivity and 2 Terabytes of hard disk space and can be used online (including file syncing with the office network) and offline. The final product will also feature a conferencing system and a projector. The latter could be used to project a virtual keyboard onto a flat surface, enabling the Spoke to be used for input and removing the need for an additional device. The current prototype is designed by BMW Designworks and fits into the cup holder of a BMW Mini. The final product is likely to have a sleeker, more bag-friendly form.

Panasonic
BUSINESS

THE POWER OF

MORE



The brand new KV-S81 Series scanners

Faster speed. Bigger capacity. Greater reliability.

No matter the breadth of your organisation, and no matter the sector, when it comes to long-term, large-scale, fast-paced A3 scanning, Panasonic's high-end KV-S81 Series is leading the way.

Save time. Increase operational efficiency. Boost staff productivity.

Discover the power of more today:
Visit business.panasonic.co.uk/scanner
Call **0207 0226530**
Email info@business.panasonic.co.uk

Bringing IT to print

Historically IT vendors moving into print were challenging established print dealerships' business, but today, more print resellers are successfully building in IT services into their offer, this month's panel share their thoughts on the current climate

PITR: Do you think the tables have turned, is it now the print channel that poses a threat to IT vendors?

Mike Holyoake, *Group Sales Director, Zerographic Systems*: "We are now seeing historic print technology resellers moving their sales propositions further upstream and downstream, embracing more of the document lifecycle.

"In order to unleash the true potential of the MFD print device, resellers need to open up the client's document workflow and deliver propositions which embrace the changing requirements of the user and the organisation – including mobile print, document security and cloud based applications."

Scott Walker, *MPS Business Development Manager, ZenOffice*: "I certainly don't think the tables have turned. IT vendors are also realising that strategic partnerships to strengthen their core offering is the way forward.

"ZenOffice already partners with some key IT service providers which allows them to tender for business with the added value a managed print provider can offer. Our core offering has changed through growth and allows us to offer a range

of hardware including laptops, PCs and tablets if required. IT often forms part of an organisation's mobile working objectives, so we're simply ticking more boxes for our clients. The point is, a strategic partnership isn't a threat to the IT vendor...it's a benefit, and vice versa."

Simon Riley, *Sales Director, Direct-tec*: "I didn't find too many IT vendors moving into our space, most just wanted to partner with us for expertise and vice versa. We had an IT support company that grew as a result of the network support we gave to clients and the fact we reacted quicker than their current IT support company.

"Also we found some of our clients liked the fact we did it all and they had everything under one roof. Our typical client sits within the SME market, and many companies did not have their own in house IT support, and we took advantage of that. That started back in 2006, now 11 years on we don't have the IT company as such, although we still have many technicians from that side of the business working on our software portfolio with us.



Rob Cavill,
Operations
Manager,
IT@Spectrum

"The reason we decided to do this is that cloud services came in and it became hard to compete on price. I don't think the tables have turned, I certainly think there is a grey area where we cross over, but as long as both IT and print reseller are happy to collaborate, then we can provide excellent solutions for clients that we support with the help of their own IT provider."

Rob Cavill, *Operations Manager, IT@Spectrum*: "IT vendors moving into print, with no legacy support infrastructure in place for this specialist area, have historically relied on manufacturer support programmes to provide the skills, resources and logistics required to provide the managed services that print clients demand and deserve.

"They have potentially underestimated the immense added value that the client sees in the established print vendors' local service offering, particularly when field-based intervention is required, and lack the consultative relationship-based sales skills and experience that are required to build a true MPS offering.

"On the other hand, print dealerships who have invested heavily in MPS have by default, been immersed in the IT Services world for some time. They have



Simon Riley,
Sales Director,
Direct-tec

Continued...

Stuck on you



fastback[®] 20

6 BINDING STYLES, ONE MACHINE YOU'LL LOVE

Capable of 6 distinct binding styles including; strip binding, perfect binding and even hardcover books, the Fastback 20 is ideal for short-run, fast turnaround work.

For a completely unique look; it is even possible to custom brand the book spines with corporate colours and logos.



Visit us online at www.duploup.com for more information

Duplo

...continued

funded support staff through recognised IT accreditations to qualify them to integrate print solutions with clients' IT infrastructure, and are well poised to broaden their offering into IT services. Some of the more proactive MPS resellers have also realigned their merger and acquisition strategies, and are searching out opportunities in complementary IT Managed Services businesses rather than looking to ageing, under invested copier/printer dealers, in order to create a one-stop-shop for a broad scope of business-critical services."

Derek Russell, Managing Director, RDT Office Solutions: "Over the past ten years, the market has been to-ing and fro-ing with this contest. Even so, there are few challengers that have successfully achieved the jump without acquisition or strategic partnerships. This is due to the different nature of the business models.

"One of the primary discussion points when talking to IT service focused MSPs, is the lack of experience in dealing with the financing model standard among MPS resellers. Structuring leases and, the more direct sales approach, doesn't form part of their business models. On the other hand, the general MPS reseller doesn't command the same client integrity as an IT services company when they're trying to pitch their offering to a typically technical audience.

"In order to be successful, the conventional MPS salesperson has had to be commercially-minded first rather than technically-minded. Although there is clearly a new mould of salesperson/consultant emerging in the print world, they are still behind in terms of client expectation when compared to the representatives from most IT service companies. For those reasons, I'd say there is still some way to go before the print channel can hold its own against IT vendors in the IT services space using an organic growth model."

Julian Stafford, Managing Director, Midshire Business Systems Northern: "I think there is a balance now. Historically it has indeed been IT resellers moving into the print space. Now more and more MPS providers are adding IT services to their offering.

"I happen to think it's good for the market to have the added competition and also the different approach each brings. For example, historically IT services were provided with no real SLAs. We have matched our IT offering to the service offered on our MPS contract, so a guaranteed response of four-hours as a minimum. We also offer lease facilities,

unheard of in the traditional IT world. These innovations are good for the market as a whole."

Mark Smyth, Operations Director, Vision: "We have been providing more and more clients with IT products and services. It starts with building a trusted relationship and having the capabilities to meet their requirements. We have enjoyed significant success with software and hardware sales to existing and new clients and our partnerships with key vendors and the distribution channel, have been essential in enabling this capability."

Terence Hargreaves, Sales Manager, DMS Reographics: "I'm not necessarily sure that print vendors are a threat to IT vendors, or vice versa. Things in the industry have changed. Our clients are now pushing beyond the managed print offering and we, as a company, find that we are being pushed into working with a wide range of technologies.

"With our education clients alone, we can find that we must work with technologies like databases, classroom management software, financial packages, networks, cloud based systems and mobile. This would normally have sat firmly in the arena of the IT vendor, but as the world becomes more integrated, so must our offering."



Julian Stafford,
Managing Director,
Midshire Business Systems Northern

"Now more and more MPS providers are adding IT services to their offering"

PITR: In today's inter-connected world, how important is it to offer IT consultancy, managed IT services, technical support and expertise to complement the traditional MPS offer?

The MFD in isolation becomes a commodity with a lack of relevance to the business requirement it was sourced for

Mike Holyoake: "The MFD in isolation becomes a commodity with a lack of relevance to the business requirement it was sourced for. Broadening the proposition to embrace a true service wrap including IT services, systems integration, security compliance and translation services for example, begins to build a value add to what was once a simple hardware sale.

"In order to unleash the evolving capabilities of the latest MFDs it's important that the features and capabilities are integrated into the IT infrastructure and ultimately the MFD device becomes a component of the wider document workflow strategy within the workspace. Too often we hear Document Managed

Services being delivered across a business enterprise when realistically the proposition only offers automated consumable replenishment, consolidated billing and potentially a feature rich fleet of MFDs that deliver a fraction of their capability.

"The integration of IT services and a broader understanding of the client's document strategy and business requirements through a thorough assessment of the environment, leads to a more successful MPS implementation and builds an evolving pathway towards the future desired state for the customer."

Scott Walker: "A managed print provider will focus on how their print infrastructure

Derek Russell,
Managing Director,
RDT Office
Solutions



whereby IT support, telecoms and software development complements a traditional MPS offering, we can now offer a very broad IT managed services portfolio which ticks so many boxes in terms of client needs.

"For us and for our customers, it really makes sense. Over the past two years we have worked collaboratively together to ensure this was the right thing to do. Our client feedback was that it made sense and worked for them. This 'one-stop shop' of business technology services simply makes life easier for our customers as they have one point of contact for everything IT-related. It can be a logistical and administrative nightmare dealing with multiple suppliers for things that ought to be inter-connected.

"Customers can now rest assured that their needs are being met by a team of experts that work together across a range of disciplines. The most fundamental point though, is that the teams actually do communicate with one another, share knowledge and provide a solution that

works best for the customer, with no concerns about compatibility or conflict."

Derek Russell: "In today's technological milieu, it is of vital importance to talk to clients and prospects about managing the whole IT infrastructure. The narrow view of focussing on print is gone. Indeed, as a new generation of IT decision-makers emerge, it is fast becoming the norm for them to group MPS into their IT. In fact, the forward-thinkers adopting this approach are 100 per cent correct in doing so!

"Separating print from the rest of the IT is a legacy that, as an industry, still gives us negative press. Today, print management is inclusive. It's about security, cloud services, proactive device management, apps and workflows. It's no different to the remit of the traditional IT partners, it's simply applied to our area of expertise. Over the last three years, RDT has therefore invested specifically in

continued...

can integrate into a customer's existing IT set up, but a proposed solution also needs to be able to demonstrate our ability to be able to assess, design, install and manage additional IT requirements. If we don't, the competition will."

Simon Riley: "We certainly have to be able to provide a wider range of services and support than we did before. Being able to add value to clients by including some very simple software packages and supporting them internally is very important.

"We do need to offer IT consultancy to ensure we are able to install and support associated software but to be the actual IT support provider for everything - I don't think so but I am sure others will disagree. I would rather partner with a company that does this and we can work together to provide solutions to each other's customer base, we are experts at what we do, they do what they do.

"I think it is important that the level of professional service people you have, is detached from the team who look after print. I see so many companies who provide software to a client and the hardware engineer looks after the software and it is included in the click charge! We have fully qualified Microsoft engineers and they certainly add value to what we do, but to include the associated cost, including their time and expertise within the cost per copy is crazy."

Rob Cavill: "In recent years, we've found that our clients aren't looking for product suppliers; they want managed services. By combining the scope of the offering from IT@Spectrum and The One Point,

Terence Hargreaves,
Sales Manager,
DMS Reprographics



"We, as a company, find that we are being pushed into working with a wide range of technologies"

...continued

providing the skill sets for our consultants to hold intelligent conversations with IT decision-makers around the complete IT infrastructure. Working closely with a select number of partners, we're then able to articulate and execute a complete offering around an organisation's needs, managing the whole IT infrastructure.

"And, within this emergent area, there is also a huge argument in favour of a seat-based pricing model. Such a strategic approach brings these two areas closer together. In this model, end users will typically pay for all their IT based on the number of users and what services they're utilising. This could incorporate everything from cloud storage, server management, 365 to the number of prints or devices. It's ideal for the converging MSP and MPS model, and the change in mind-set evident in IT decision-makers. I'm certain we'll see it pick up momentum in the UK over the next five years. That said, the finance houses will need to look at their models for this to be adopted."

Julian Stafford: "I think it's vital to have solid IT expertise within your business if you are to service your clients fully and ensure they make the most of all the features offered by today's MFPs. A few years ago I made a statement that within five years if you're not in the IT space you won't be selling copiers. With hindsight I was wrong, but I strongly believe that my prediction will eventually come true, it's that important!

"The last 12 months have seen us carry out some of the most difficult and complex installations we have faced. Without the in-house IT expertise we now possess, these sales would have not materialised."

Mark Smyth: "Most clients today expect IT and professional services consultancy, and recognise this as important and the correct way to ensure project success and avoid scope creep. It's also a way to avoid costly mistakes for the reseller. If you do not have the resources, skills and capabilities or access to them, the client will not recognise you as an IT Services, Valued Added Reseller (VAR).

"Consultancy is also the best way to set clear and concise expectations with the client with documentation that defines and outlines precisely what technology and solution will be delivered. To achieve these objectives you must have a strong and capable team with the skills to perform pre- and post-sales activities including initial scoping, project management and implementation."

Mike Holyoake,
Group Sales Director,
Zerographic Systems



"Organic in-house growth can only be achieved if you selectively target the vertical markets you intend to provide IT-based managed solutions to"

Terence Hargreaves: "It's imperative that we have a broad range of managed services as clients' requirements move beyond traditional data output. We now manage a range of solutions that deal with the entire lifecycle of a document. As a result, our traditional role as a print vendor, now edges into the area of consultancy, as we advise clients on how to improve workflows and create efficiencies within their enterprises. This wider offering, sits alongside our traditional MPS offering, giving added value and expertise to our clients."

PITR: What are the key challenges and in your opinion what's the best route? Acquisition, partnering with an IT specialist or can you grow the business organically in-house?

Mike Holyoake: "In my opinion, organic in-house growth can only be achieved if you selectively target the vertical markets you intend to provide IT-based managed solutions to, as the cost of providing the appropriate specialisms to multi-markets and sectors, becomes too prohibitive.

"Partnering with specialist providers, working pursuits in a collaborative inclusive way, not only delivers productive client relevance, but best value, as the costs of specialism are absorbed by those



Scott Walker,
MPS Business
Development
Manager,
ZenOffice

partners with the skill sets and investment already in place to deploy the solution.”

Scott Walker: “I certainly think that through time, investment and organic growth, the potential to provide direct IT services is something that can be achieved. “However, with the calibre of third-party IT providers out there today, is it essential? Of course there’s an element of control you won’t have when you partner with another provider, but in the same respect, it can be a lot less time consuming and resource heavy. It can also prove to be more efficient and effective to allow your partner to do what they are specialists in, whilst you concentrate on what you specialise in as a managed print service provider.”

Simon Riley: “I think the best way forward is to have a very good professional service team in-house that look after what we do as an MPS provider very well, but partner with an IT expert to look after the clients’ everyday needs. There are a lot of IT providers who are white labelling their products and services that we can use.”

Rob Cavill: “When it comes to the question of how best to grow an IT offering, we found that there is a strong mix of both organic growth and identifying suitable acquisition opportunities. In our business, our growth from being a print dealer into a provider of print, document and information management solutions was a labour of love over a ten year period. It seemed like the natural progression for all things ‘document’ related.

“The obvious fact that all of the hardware and software that we provide sits on an IT platform that needs to be correctly installed, configured and maintained. We therefore sought out an acquisition opportunity with an IT support business. Throw in telecoms, mobile phones and CRM systems, and you end up with a wide (yet perfectly complementary) mix of expertise.

Of course there’s an element of control you won’t have when you partner with another provider

You have to start somewhere and taking that leap of faith is a bold but important step

“However, such acquisition is not without its challenges. We are now two years into our partnership with The One Point and, inevitably, we have had to overcome hurdles in respect of working practices, sharing resources and merging two groups of people together. But thankfully, and now we are all under one roof, we can now truly integrate our sales, finance, consulting, engineering support and helpdesk functions, with working practices aligned, to deliver enhanced service and value to clients.”

Derek Russell: “Historically, a combination of in-house and external partnerships have worked well for us. As such, we’ll continue to traverse this preferred route. An open relationship and collaborative approach to marketing, typically provides opportunities for the involved parties.

“We’ve found that the integrity earned by IT service providers, with their existing client bases, instantly builds trust for us when we’re in joint negotiations. In most instances, it also kicks out competing print focused businesses. This means value and service offering takes centre stage rather than discussions around price.

“You do need to have in-house skills as a print equipment reseller, but building strong relationships with partners is the fastest route to market. Acquisition can be highly disruptive to both business models with major risks.”

Julian Stafford: “We have always grown our business organically we have never acquired a business. For us therefore it

was about building an in-house team. The benefit of this is they soak up the DNA of Midshire and promote our core values. It’s really important to me that our IT offering was very ‘Midshire’ from the start.”

Mark Smyth: “The initial challenges are making that first investment – that can be difficult for some resellers as it potentially comes at quite a cost. Therefore considering a strategic partner is often a worthwhile option and there are many to choose from, including some of the major and top vendors that have extensive resources and capabilities. And it’s a great way to minimise risk, utilising services and resource only when you need them!

“You have to start somewhere and taking that leap of faith is a bold but important step when the time is right, and that must be when you have won some business that can support your investment.”

Terence Hargreaves: “The main challenge is to keep pace with such a fast-moving marketplace. We do this by developing our skills in-house and working with carefully selected specialists, to react at speed to new developments.”

www.zerographic.com
www.zenoffice.com
www.direct-tec.co.uk
www.itatspectrum.co.uk
www.rdt-osg.com
www.midshire.co.uk
www.visionplc.co.uk
www.dmsreprographics.com

Mark Smyth,
Operations Director,
Vision



CHANNEL

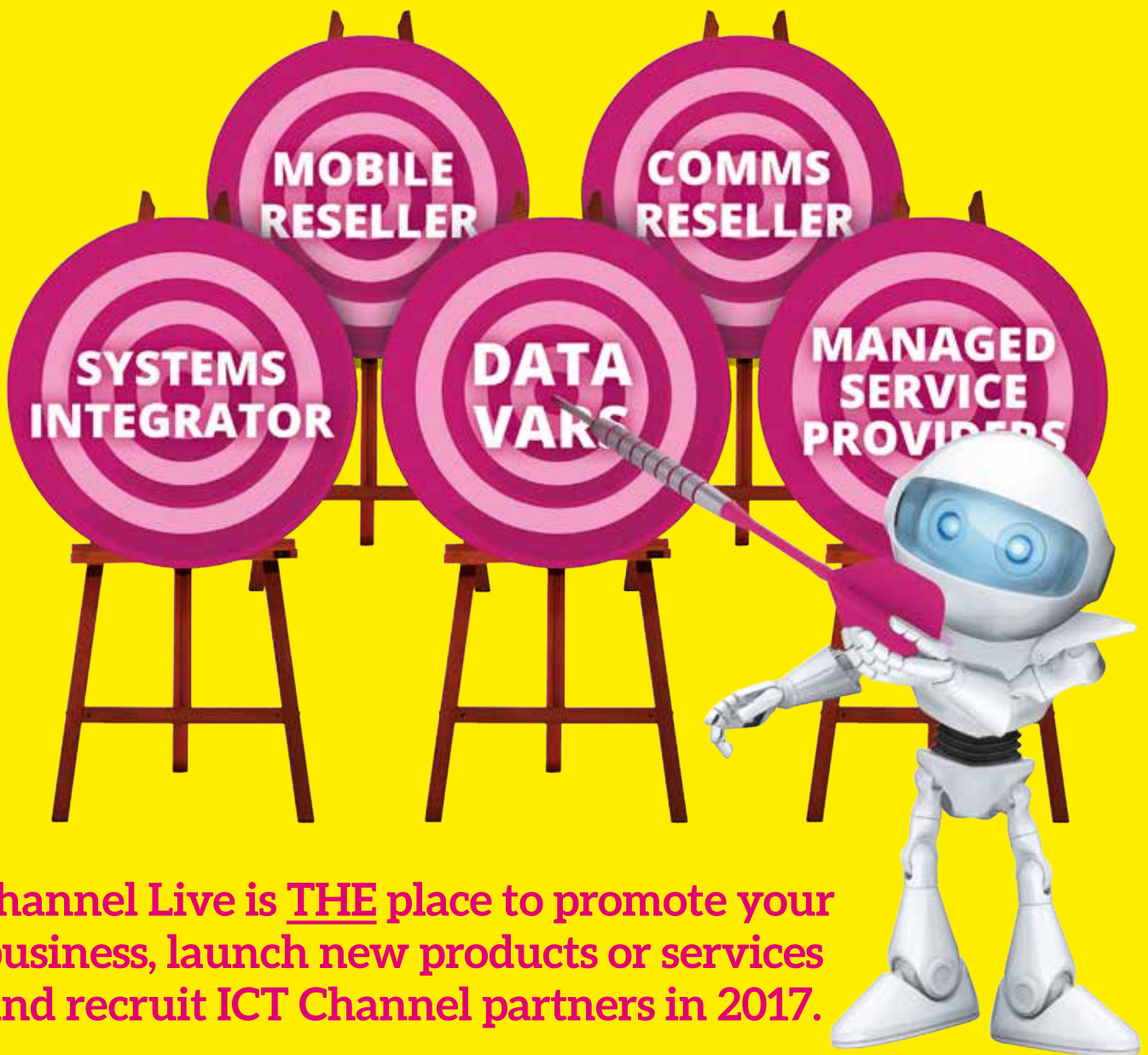


LIVE

12th-13th September 2017 - NEC Birmingham

www.channel-live.co.uk

HIT YOUR TARGET MARKET!



Channel Live is THE place to promote your business, launch new products or services and recruit ICT Channel partners in 2017.

BOOK YOUR STAND NOW!

For more information visit www.channel-live.co.uk
or to book your stand call 01892 538 348 or email sales@commsbusiness.co.uk

EXHIBITION - CONFERENCE - NETWORKING - THOUGHT LEADERSHIP

One to one with Brother UK's Phil Jones

PrintIT Reseller met up with Phil Jones, Managing Director of Brother UK to talk about the company's plans for 2017, and what he's been up to in 2016. Here we present edited highlights. A video recording of the discussion can be seen on the *PrintIT Reseller* website



PrintIT Reseller (PITR): Please could you tell us about Brother's year in 2016?

Phil Jones (PJ): 2016 has been a vintage year for us. Our market share continues to go from strength to strength and we [will] exit the year as the number one brand in mono laser printing. Our colour laser share has dramatically increased, in fact across the board really. So I'm really really pleased with the way that the commercial side of the business has been working.

We're also very fortunate to win a number of awards including the PC Pro best printer event award, which is voted for by end-users, which is fantastic. We were recognised by Investors in People with a platinum award – one of the first companies in the UK to achieve that status, which really recognised a lot of the work we've been doing around our people, training, investment and creating a culture of high performance.

PITR: What for you were the biggest industry challenges?

PJ: The big industry challenges in 2016 have clearly been a lot of turbulence after

We were recognised by Investors in People with a platinum award – one of the first companies in the UK to achieve that status



the Brexit vote. That's meant an awful lot of change for people in terms of pricing, they've had to deal with pricing changes from multiple vendors in very short time periods, so that's been quite a major pain point. I think the second thing has been that we've seen a real move to services being demanded by the end-user customer, and unless business and resellers are in a state of readiness to react to that, then they're quickly being made irrelevant and being cut out of the conversation, which of course is always concerning.

We've had a lot of merger and acquisition going on in the channel and of course that creates quite a lot of uncertainty, particularly if you put your eggs in one basket with a particular vendor and that vendor has been acquired by somebody else.

PITR: You mentioned the consolidation in the market, what impact is that having on resellers?

PJ: Yes, I think the key thing for me about this merger and acquisition side is that it

does just create some uncertainty, because if you have a commercial relationship with one particular vendor, and then of course that's thrown immediately into doubt. If you look for example with the HP and Samsung situation, the channel strategies of both organisations are a little bit different, so of course what that will mean is that there will be winners and losers somewhere down the line.

I guess if you are somebody sat in the channel, you'll be thinking right now, am I going to emerge a winner or a loser as a result of this M&A, which of course is outside of your control. And there may well be elements of the business that you've set up to support a specific vendor, which may no longer be required, which might mean future de-investment. So, it's kind of like you're sort of stuck in the middle a little bit I think at the moment if you are somebody that has strong allegiance to somebody that has undergone an M&A.

PITR: How are customer requirements changing and what does this mean for Brother's channel? How are you helping them cope with that change?

PJ: We're seeing particularly a much stronger demand for all of our portfolio products to be offered as a service. Customers very much now are in the mindset of acquiring things in the utility basis, you know printers as a service or IT as a service, service as a service even nowadays.

So, what we've had to do is look widely

continued...



...continued



at our portfolio, pricing policies and offers, to make sure that we are in a position to respond to that. And, more importantly, are the channel partners who play a really key role in delivering our promise to end-users, also capable of delivering those promises underneath our banner of 'At your side'.

So, it's a really interesting time for the channel in my view and it's also a time when I think we've got to be talking, openly communicating and working together to deliver the future blueprint based upon a very, very fast-changing customer expectation.

PITR: Where do you see the future growth for print vendors and resellers?

PJ: It's really interesting that we've got quite an uncertain marketplace and we've also got uncertainty within customers, so



We extended our range of hardware products into the scanner marketplace and have been busy building our footprint in that sector to emerge as the second largest vendor in the UK

the absolute opportunities for growth in my view are about having quality conversations with your customers. Because I heard one of the major research groups talk in a conference recently about not leaving money on that table, and I thought that was a really really good way of describing these conversations. If you can go and talk to an end-user customer and just talk quite generally rather than about specific things that you do, what you'll begin to see developing from those conversations is really good opportunities. For example in print, you know print isn't just A4 pages and A3 pages, it can also mean labels, it can mean safety labelling, it can mean badges for conferences, it can mean elements for labelling in a warehouse, it can mean print on the move. So, widen out the conversation as much as possible to understand those customer pain points, because I think you'll be surprised by those outcomes.

Now with the technology level clearly, we've talked about services, so I guess having a very good and strong services offering is key in my view in 2017. You need to be able to offer customers anything fundamentally that you do as a service and I guess from a pure print technology point of view, of course emphasis remains on colour, on all-in-one devices and around balanced deployment processes of the brand. What that means is putting printers in the right places to ensure maximum productivity. That's what really matters I think to the customers that have engaged with us, they're less worried about a centralised departmental offer, what they're really concerned about is people being as productive as they possibly can be. So, I think the quality of your conversations will determine the quality of your opportunity that you might see in the year ahead.

PITR: And of course, Brother doesn't just sell printers, you also diversify into other areas that resellers can profit from.

PJ: For sure, we've been busy diversifying for some years now, and those partners that are close to us will really understand that journey quite well. We've developed our services portfolio extensively now so we have a very, very strong services catalogue that we can offer, that our partners can offer.

We extended our range of hardware products into the scanner marketplace and Brother has been busy building our footprint in that sector to have now emerged as the second largest vendor in the UK. We've seen a lot of emphasis now in much higher volume scanning and vertical applications,

and that's going particularly well.

Of course, we have our labelling business and identification business, that is exploding and there are so many vertical markets that we're opening for our partners there, that's a really, really big opportunity, which I think is money left on the table in most conversations that resellers might have with their customers.

And finally, Brother has built a really significant footprint in the healthcare arena using our web conferencing facility OmniJoin, and that means now that most GPs can deliver consultations in the surgery using the web conferencing system rather than you having to visit in person. And we've now developed some significant opportunities and installed sites, working with some key partners who were developing that marketplace for us. I would encourage any reseller that wants to try and diversify their product portfolio to talk with us.

PITR: You mentioned some of the uncertainty in disruption in the global market, what do you see as some of the key strengths of the printer industry and resellers that will enable them to prosper and survive in the future?

PJ: I've been in the printer industry now for over 20 years, so one thing I do know is that we've got a bunch of people that really do understand products very, very well. I think if you go back to basics and you understand product features and functionality, which much of the industry does, you can quite easily translate a customer pain point into a benefit that you could quite easily match.

Sometimes it's the simplest things – I recall us winning a very large piece of business simply due to the fact that our toner couldn't be removed from the page by a fingernail, that was the key winning part of a significant piece of business, and that's all down to product knowledge.

I believe the printer industry does a very good job of that, and I also believe that the industry has for many, many years, been intimate with customers and very customer-first orientated, and long may that continue.

www.brother.co.uk



Strength in width

Epson takes business inkjets to next level with 100ppm colour MFP

At CeBIT on March 20, Epson significantly strengthened its business inkjet offering with the launch of two high speed colour A3 inkjet MFPs designed for busy enterprises and small and medium-sized businesses that have regular spikes in print volume.

Underlining its growing reputation as a provider of enterprise print solutions, Epson was also showing a new, channel-only RIPS device with an expanded ink capacity of 84,000 pages, compared to 75,000 pages on previous RIPS models, and its extraordinary PaperLab paper-making machine, shown in Europe for the first time.

New printhead

When business inkjets were introduced much was made of their potential for very high speed colour printing.

Epson has delivered on this promise by replacing the serial printhead used on its existing devices with one that covers the entire width of a page. Like HP's PageWide technology, this has enabled Epson to increase print speed significantly, to 100 pages per minute on the WorkForce Enterprise WF-C20590 and to 75ppm on the WF-C17590.

Epson's existing serial business inkjet devices have a top speed of 34ppm draft and 24ppm ISO.

By meeting the productivity needs of larger organisations, the company's new, faster MFPs have the potential to extend the appeal of business inkjets to markets in which productivity will always trump considerations such as energy efficiency and sustainability.

Speaking to *PrintIT Reseller* last December, Peter Silcock, Epson UK business manager for business imaging, said that in relation to business inkjets, Epson's main goal for 2017 was to develop the range to address the productivity needs of customers.

He said: "Productivity is a real challenge for a lot of businesses and the fact that the time to first page on business inkjets is so quick, because there is no heat involved, makes businesses so much more productive. That is a real benefit, which is why we're constantly pushing business inkjet into areas that would traditionally be the domain of laser-type devices."

In the case of Epson's new Workforce Enterprise series, the area in question is currently occupied by 55ppm colour toner copiers that consume significantly more

power and generate much more waste than inkjet devices.

Darren Phelps, Epson Europe director of business imaging, said: "The WorkForce Enterprise cuts the environmental impact of print by providing a low power solution, with fewer supplies, while delivering remarkably fast print speeds at high quality. Having far fewer parts than equivalent laser-based MFDs, this series promises to deliver higher reliability and significantly increase printer uptime."

He added: "We knew we had something special as soon as we saw the WorkForce Enterprise in the lab, but it has been the reactions from resellers across Europe that has really confirmed the groundbreaking nature of this new range."

The new MFPs will be available in June and are compatible with a wide range of solutions, such as Email Print for Enterprise, Epson Print Admin and Document Capture Pro. Options include a WorkFlow Enterprise Finisher unit and a 4,000-sheet stapler and stacker.

RIPS expansion

Epson was also showing its latest RIPS model, the 35ppm A3 WorkForce Pro WF-C869RDTWF. RIPS business inkjets, available exclusively from the channel, come with extra-large ink tanks that contain enough ink for 75,000 pages. On the WF-C869RDTWF, Epson has increased capacity to 86,000 pages for black and 84,000 pages for each of the colours.

Having such a large ink supply reduces the servicing requirements and costs for managed service providers, while maximising machine availability for their customers.

Peter Silcock said: "A lot of businesses get really frustrated with the lack of

productivity you get with certain types of device, particularly laser printers where you're constantly changing cartridges or the printers are down because they need a new drum or fuser unit. The beauty of these products is that they take away all that worry and make it really simple for users."

Like other WorkForce Pro models, the WF-C869RDTWF has impressive environmental credentials including a 95% saving on energy and 99% less waste from supplies packaging.

Make your own paper

The third highlight of Epson's stand is the remarkable PaperLab. *PITR* covered this paper-making machine when it was launched last year, initially as a Japan-only solution, and we are doing so again now that it has been shown for the first time in Europe.

A real calling card for Epson innovation, PaperLab turns office waste paper into printable paper using a dry process that requires almost no water and, importantly, no mains water supply.

Capable of producing thousands of sheets a day, the compact unit shreds an office's waste paper and turns it into recycled printer paper of varying sizes and thickness. Paper can be coloured and even scented.

Talking about PaperLab at CeBIT 2017, Epson global president Mr Minoru Usui said: "We plan to start selling PaperLab in Europe by the Autumn of 2018. Our aim is to create a new office printing ecosystem where customers can enjoy high-speed inkjet printers using paper recycled by PaperLab."

He added: "My vision is for a world in which you can print and then recycle all the paper you want. One day I hope we can develop PaperLabs of all sizes and see them used in factories, in offices and even in your home." www.epson.eu



The reaction of resellers across Europe has confirmed the groundbreaking nature of this new range



A service-centric business

PrintIT Reseller spoke to Andy Perkins, co-owner of CSL Group, about the company's 48-year heritage, its service-centric approach and future growth plans

Perkins joined the Leicester-headquartered firm, when it was known as Copying Services Leicester, as a service engineer 30 years ago. "It was a small company, there was just six of us, compared with today when our headcount sits at around 48 people," he said.

Growth was strong and consistent for the Konica Minolta single-line dealership and Perkins rose rapidly through the ranks. He was promoted to Service Director and after demonstrating prowess in closing sales, assumed responsibility for the sales function. "As the years went on, the original directors retired and I alongside co-director Michael Mathias, continued to purchase shares," he said. Ten years ago they completed the purchase of the business outright, and today they jointly co-own the entire company.

Recently two long-standing employees, John Sharp and Jamie Denham, joined the management team and were appointed as directors of the business, a move which Perkins says reflects the continued growth of the company, its optimism for the future and the contribution which both have made and will continue to make, to its success.

"Somebody once said that the key to success is to surround yourself with good people. This is certainly true of CSL's success which is a reflection of the length of service and professionalism of its staff. John and Jamie epitomise this culture," he said.

Single-line specialist

The company has remained true to its roots and maintained its status as a single-line Konica Minolta partner. "We like the build quality and the fact that the brand is an innovator particularly in the colour sector," Perkins explained, adding: "We have been tempted over the years to expand and sell some cheaper brands, but we've always come back to Konica Minolta, the advent of colour for us was a pivotal point in the relationship, we saw that as a key opportunity and with the Konica Minolta offer, we've definitely enjoyed some



(l-r) John Sharp, Michael Mathias, Andy Perkins and Jamie Denham

significant successes and secured some major wins."

CSL Group was one of the first UK Konica Minolta dealerships. "I firmly believe that if you do one thing, then you should do it well. From a service perspective, all 13 of our engineers are manufacturer trained and only deal with Konica Minolta hardware, this specialism resonates well with our customers and enables us to deliver an unparalleled level of service," Perkins said.

Independence is a strength

CSL Group counts many household name brands amongst its client base but assigns equal importance to winning new business within local, smaller clients. "The market has continued to consolidate and there are fewer independents today than there have been historically, and we see our independence as a local supplier as a core

We are fortunate that we are of a sufficient size to compete with national or even multi-national vendors

strength," he said.

"We are fortunate that we are of a sufficient size to compete with national or even multi-national vendors, we have terrific backing from Konica Minolta and our buying power ensures we have a place at the table when it comes to large tenders and bids, but we work hard to ensure that we provide local customers with the same high levels of customer service," he continued.

CSL Group's customer retention rate is enormous, according to Perkins. "We lose very few customers, we look after them and many have been with us for many years."

Superior service

According to Perkins, the service side of the business is very important. It has won the National Service Award from Konica Minolta for twelve consecutive years, something which Perkins says speaks to its commitment to maintain the highest levels of support to its customers. In addition customers are allocated a dedicated engineer, a move that ensures relationships are forged and that the engineer is wholly familiar with the customer's devices and history.

"We commit to the industry standard four-hour response time, but we manage that very tightly and are currently at 3.1 hours," he said. All engineers carry around £8,500 worth of stock with them and CSL Group utilises vehicle management software to help make its service support more responsive and efficient.



Exciting new MPS audit and proposal generator application!

- > Fully web based
- > Comprehensive TCO
- > User friendly interface
- > Floor planning feature
- > Extensive environmental information
- > Generate reports and proposals using in-house styling

If you require more information or would like to talk to us about the product, please use the contact details below

Provider of award winning print management software

PA e business

For more information call 01483 726206 or email sales@printauditeurope.com

www.PAEbusiness.com

@PAEbusiness

@Printauditeu



Perkins explained: "This system is incredibly valuable, providing us with real-time visibility over where each engineer is at any given time. The information enables us to route the nearest engineer to any call, advise them on the most efficient route and give our customers accurate ETA times. But we are also able to monitor car stock

levels in real-time too and often, we will despatch an engineer who is maybe not the closest to the customer, but who has the correct part with him to effect a first-time fix. If you ask any customer, they would rather the engineer who attended came equipped with the right parts to resolve their problem, rather than have one come back another day."

CS Remote Care

CSL Group has invested heavily in its back-office systems to improve its efficiency. State-of-the-art machine-to-machine communication (M2M) between the devices and service operation enables it to pull the latest status information from connected devices.

"Whenever a service call comes in the operator logs in to identify any technical issues. This not only enables us to ensure the engineer has the correct parts to resolve the problem, but also where possible provides us with the information we need to fix remotely," Perkins explained.

"Around 20 per cent of service calls coming into our helpline are cleared this way, we can fix the issue remotely which removes the requirement to send an engineer and provides an even faster resolution time to customers," he added.

Expansion plans

CSL Group has enjoyed consistent year on year growth of 15 per cent. Last year it achieved a £7m turnover and is targeting £10m for next year. In addition and complementary to its core business, the company also has two digital print centres in Leicester and Market Harborough.

The firm's head office is in Leicester and it has two further operations, Long Eaton, near Nottingham and Market Harborough, Leicestershire. The company also plans to open a new office close to Nottingham city centre imminently. "We have a strong foothold in the East Midlands and a customer base that spans all industries from large conglomerates to small local businesses," Perkins said.

"The new office opening in Nottingham will provide us with a platform to expand further across the Nottingham and Derbyshire regions. We have a growth strategy in place and see significant opportunities there," he added.

Its Leicester-based showroom has also recently undergone refurbishment. "People buy from people and we're keen to invite existing and prospective customers to visit us, to meet the team and experience first-hand all that we offer," Perkins said in conclusion. www.thecslgroup.com

View from the channel

Matthew Bunting, Strategic Corporate Clients Team, Vision



One of the things I still love about my job is the diversity and no one week is ever the same

Q: What are your customers most interested in?

A: The real talking point at the moment is GDPR (General Data Protection Regulation) and the financial implications to the business in the event of a data breach. This has been compounded by the recent publicity surrounding printers being widely used to access an organisation's network. This is obviously great news for our industry and actually makes the day, and client meetings, quite exciting compared to the usually mundane world of print!

Q: Do clients have the same understanding of industry terms such as BYOD, MPS or MDS, as we do?

A: Business trends have definitely changed and whereas in the past, my client meetings were generally

conducted with facilities or procurement, nowadays there seems to always be an IT presence engaged from the very start. And in my experience, these tend to be technologically savvy youngsters who have an inherent understanding of this terminology.

Q: Where are you seeing most traction at the moment, are there any verticals that are particularly strong?

A: I personally have experienced some great recent wins in various sectors. I am in strategic corporate sales and don't tend to have specific sectors, whilst the business does have some very strong verticals. In corporate we are allowed the freedom to target organisations we choose, but naturally as individuals we tend to lean towards verticals where we have strength and experience. I generally tend to engage with a lot of logistics/shipping organisations as this is where I have concentrated my efforts over the past years, and have experienced some good traction recently.

Q: When selling MFPs, what are the most popular software solutions you provide and why?

A: I am seeing a real trend of discussion moving away from print when I talk about software solutions. Instead of the usual commoditised MPS conversations, traditionally surrounding fleet and print management solutions, I'm seeing major interest and traction with digital transformation, covering capture, workflow, mobility and data storage, essentially questioning why organisations are printing documents in the first place!

This involves a far more consultative approach than our industry has generally ever led with, but it's proving to open up and uncover exciting, unrealised opportunities in our market with both new and existing clients.

Q: Where do you get information on the latest products and solutions, and do you feel that the OEMs are doing enough to educate their channel partners?

A: Here at Vision, we have a philosophy of quality over quantity and therefore I am very fortunate to work alongside some very bright young individuals from whom

I am forever picking up new and exciting information about our products and solutions. Also being in strategic corporate, I often attend meetings with our enterprise services team that never cease to amaze me with their knowledge and approach to solution selling, so even an old dog like me can pick up a new trick or two along the way!

Manufacturers do provide some good information and it can often be some of the best kept secrets! We have a central portal for all sales and product information and updates, however, I am very lucky to be surrounded by very experienced professionals and we have a real team culture and I use the team to assist where ever I can!

Q: Is your patch particularly competitive – is it national or local competition that you face?

A: At Vision and corporate we are not restricted to particular patches and again are given the freedom to travel where the business takes us. Personally being in the corporate space, I find myself visiting head offices all around the country.

Generally, in my experience, corporate clients tend to engage with a mixture of resellers and manufacturers. We recently won a large global logistics and supply chain management company that initially engaged with 20 suppliers (yes 20 suppliers!) including all the main players from both direct and indirect so we know we have nothing to fear from the very best in our industry!

Q: How do you spend your week – time on phone, face to face meetings with customers etc.?

A: One of the things I still love about my job is the diversity and no one week is ever the same. I still like to get my hands dirty and try to involve myself with all elements of the sales process and am actually just arranging to spend two days in Northern Ireland overseeing a physical print discovery for one of corporate clients that has acquired a business that wants to replicate the 'simple but extremely effective' solution we have deployed at various locations across mainland UK.

Q: What would make your job easier?

A: A magic wand!

aiim FORUM UK

Your Business, Your Process, Your Information

featuring **365 Solutions**

Wednesday 21st June 2017
Ibis London Earl's Court (ILEC)

Time To Transform Your Information Processes?

With the global economy finally gaining momentum but still highly unpredictable, now is the time to review how your information processes and systems can be better leveraged to support and accelerate your business objectives for the next five years.

If you are considering business process decisions, this year's AIIM Forum UK will identify and explain the most significant trends and latest innovations to improve your information strategy - this year featuring 365 Solutions. Hear expert advice from Atle Skjekkeland, Senior VP, AIIM and Industry Analyst, Alan Pelz-Sharpe who has appeared on the BBC, CNBC, ABC as an expert guest, plus many of the industry's most innovative thinkers.

And best of all...

ENTRY IS FREE
WHEN YOU REGISTER ONLINE!
www.aiimforum.co.uk

Qualifying delegates will learn how effective information systems can:

- Integrate communications across multiple channels
- Improve frontline service and customer loyalty
- Reduce process costs without sacrificing quality
- Minimise legal & financial risk
- Exploit mobile, cloud & social technologies
- Gain competitive advantage
- Build sustainable growth



Including complimentary hot drinks, lunch & afternoon networking drinks!

Sponsors for
2017 include:



Get Involved! Sponsorship Opportunities are still available: Please contact

Deborah Ward-Johnstone on **01892 820936** or deborah@revolution-events.com quoting Ref:A17

60 seconds with...

Rob Wood, *Director, International Copiers*



What's currently having the greatest impact on your business?

The cheaper pound has fuelled our export side of the business.

Where do you see the next big opportunity?

Expanding on our UK and export businesses, as the demand is definitely there.

What would make your day job easier?

Delegate more, I do like to want to be part of everything!

What's the best bit of business advice you've been given?

Watch the pennies and the pounds look after themselves.

If you had had a crystal ball, would you have done anything differently?

No nothing really, no regrets, we have always tried just to move forward.

Describe your most embarrassing moment.

Having spoken to a Australian trader briefly three weeks before, he turned up unannounced to check his thirty Toshiba machines only to find they had been sold a week before!

What was your first job?

My first job was a copier technician, obviously I wasn't any good!

What would be your dream job?

A wine taster for a vineyard in New Zealand.

Fine dining and good wine, or curry and a pint?

My favourite food is Thai, posh dining now and then for special occasions.

Money's not an issue, what's your perfect car ... and where would you like to drive it?

It has to be an Aston Martin Vanquish Zagato, driven through sunny Italy.

Favourite holiday destination.

I love Italy.

How do you like to spend your spare time?

Family and friends are very important to me, clay shooting, theatre, and eating out!

Top Distributors & Manufacturers and Key Diary Dates



020 7531 2828 www.betadistribution.com

Beta Distribution is one the UK's fastest growing 'trade only' IT Distributors with a portfolio of over 8,000 products. Including Consumables, Audio Visual, Data Storage, Hardware, Photo and Office Products. Knowledgeable Account Managers, consistently competitive pricing and high services levels make Beta the supplier of choice for over 2,000 Resellers monthly.



0844 980 8000 www.voweurope.com

VOW is the UK and Ireland's leading wholesaler of business products, distributing over 24,000 products from its three automated distribution centres in England and Ireland to over 4,000 resellers and customers.



01379 649200 www.midwich.com

Midwich is the leading trade-only distributor in the UK and Ireland and can provide all your document solution needs. Covering print and consumables, document scanners, software, service and also 3D Printing, our dedicated sales specialist team are here to support you throughout the entire sales process. Turn our expertise and knowledge into your business advantage.



0871 973 3000 www.ingrammicro.co.uk

Ingram Micro is the world's largest technology distributor and the number one distributor for print in the UK, offering and supporting the broadest portfolio of hardware, supplies and print solutions.



0118 912 6000 www.westcoast.co.uk

Westcoast Ltd, established more than 30 years ago, distributes leading IT brands to a broad range of Resellers, Retailers and Office Product Dealers in the UK.



020 8296 7066 www.northamber.com

Northamber is the longest established trade-only distributor of IT equipment in the UK. Since 1980, Northamber has been your partner in IT distribution. Today we are widely recognised as the largest UK owned trade-only distributor in our industry.



01256 788 000 www.techdata.co.uk

Tech Data is one of the leading distributors of IT, communications, consumer electronics products and services in the UK. We offer our customers specialist support in key areas of the market, underpinned by exceptional product choice.

May 2017

17-18 May, ExCeL London
UC EXPO www.ucexpo.co.uk

June 2017

21 June, Ibis London Earl's Court
aiim Forum UK
www.aiimforum.co.uk

Sept 2017

12-13 Sept, NEC Birmingham
CHANNEL LIVE
www.channel-live.co.uk



@printauditeu

01483 726 206 www.printauditeurope.com

PAE Business is a solutions and services provider in the MPS (Managed Print Services) / MCS (Managed Content Services) sector. We strive to create long-lasting partnerships with our customers by delivering excellent solutions and services.



www.printandcopycontrol.com

ITS is Europe's largest PaperCut Authorised Solution Centre with over 20 years experience providing print and copy control solutions. We are vendor neutral, offer the widest range of embedded solutions and related hardware and fully support our partners regardless of the makes and models of printers and multi-function devices they supply.



www.canon.co.uk/imageFORMULA

For over 70 years Canon has been pioneering leading-edge imaging technologies – from image capture, manipulation, processing to print output, management, and sharing. Canon has a rich history in imaging innovation, constantly driving new developments that keep our industry moving. Canon's imageFORMULA Document Scanners integrate world class imaging technology with reliable paper handling, and high speed performance delivering lasting business value.



www.internationalcopiers.co.uk

Suppliers Of Copiers & Printers Around The Globe
Our Strength is in our passion and commitment to our clients. Established over 20 years, International Copiers are the leading supplier, exporter and buyer of used copiers in the UK. We provide our customers with high-tech, high performance products at competitive rates. To discuss your fleet disposal or refurbished MFP requirements call 01189 220 100

@Intcopiers1994
Tel: 01189 220 100

TOSHIBA

Leading Innovation >>>

01932 580100 www.toshibatec.co.uk

Toshiba TEC UK Imaging Systems Ltd is a leading supplier of information technology and office equipment products ranging from printers and multifunctional systems to fax machines and digital document management products.



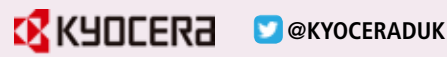
www.oki.co.uk

OKI manufactures innovative digital LED printers and multifunctional devices and provides smart managed document services to the channel.

RICOH

www.ricoh.co.uk

In a nutshell, we are a total document and IT solutions provider. We offer a range of services tailored to your specific needs, from streamlining costs, to enhancing business processes and increasing staff productivity.



Document Solutions

www.kyoceradocumentsolutions.co.uk

One of the world's leading document output management companies, KYOCERA Document Solutions manufactures and markets monochrome and colour network printers, multifunctional products (MFPs) and a portfolio of software solutions.



0844 980 0377 www.dsales.eu

DSales (UK) Ltd is the exclusive UK distributor for the DEVELOP range of digital multifunctional devices, supplying through a national network of independent office equipment dealers. Based in West Yorkshire, DSales are entirely independent and have grown rapidly to become the largest DEVELOP distributorship in the world.



01952 607 111 www.epson.co.uk

Epson is dedicated to connecting people, things and information. Products include inkjet printers and digital printing systems to 3LCD projectors and smart glasses. The company is focused on driving innovations and exceeding customer expectations.



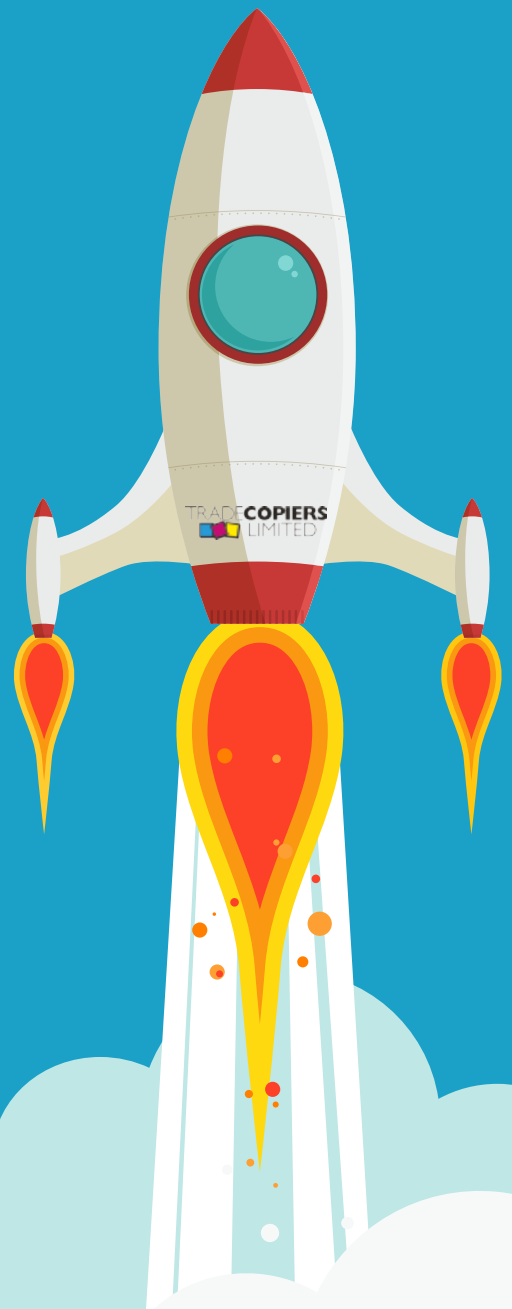
Sharp make business equipment that is market leading and award winning this is why we keep innovating, to provide efficient reliable and cost effective solutions for our customers ever changing business needs.



www.lexmark.com

With our extensive understanding of technology and unique, industry-specific knowledge gained from developing custom output solutions for thousands of organisations, Lexmark has the expertise to help you uncover hidden opportunities in your output environment and implement strategies and processes to streamline the flow of information in your business





HELP YOUR PROFIT MARGINS SOAR!



Supplying toners and consumables to the trade at industry beating prices

Trade Copiers are one of the leading suppliers of genuine photocopier consumables. Specialising in all the leading manufacturers, we are able to supply the office equipment industry throughout the UK and Europe at highly competitive prices.

Our experienced sales team includes dedicated account managers with over 50 years' experience within the industry. With a large range of stock always available and a reliable and efficient delivery service you can be certain that we can ensure that your consumable needs are met.

-  Personal Account Manager
-  Next day, efficient delivery service
-  Competitive prices on all lines
-  Experienced & friendly staff

TRADECOPIERS
LIMITED

Unit 63, Gilwilly Road, Gilwilly Industrial Estate,
Penrith, Cumbria CA11 9BL

www.tradecopiers.co.uk

Tel: 01768 210800