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ISSUE 44 • 2017

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VOW

VOX POP

Challenges and
opportunities in print

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MFPS

Toshiba launches
world first

PAGE 43



60 SECONDS WITH...

Integra CEO
Aidan McDonough

PAGE 50





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BULLETIN

Smart Print Services first to invest in Xerox press



Kent-based design and print provider Smart Print Services, which was recently acquired by Smart Office Solutions has become the first company in the UK to roll out the new Xerox Versant 180 as it looks to boost its print capabilities.

The installation of the new device allows Smart Print Services to expand its offering to cover a wider scope of high quality digital print services and products. With a stronger digital print offering, the company is now able to concentrate its efforts on broadening its customer base in the growing SMB market, in the Kent and Rochester area, without compromising on quality or speed.

The business will use the Xerox Versant 180 to run bigger production jobs and produce near-litho quality at high speed. Since the installation, Smart Print Services has already seen an increase in productivity because of the device's ability to run offline around the clock using planned jobs, and therefore get prints out to market quicker. www.smartprintservice.co.uk

Midshire upgrades Manchester Airport Control Tower

Dubbed the best office in Manchester when unveiled in 2013, the latest upgrade to the Control Tower at Manchester Airport has been handled by Midshire.

The company has just completed a complex IT installation at the Tower to accommodate the building's innovative window system. With a crucial 360-degree panoramic view Control

Tower operators use leading edge radar monitors and displays to manage take off and landings, but uninterrupted visibility via a state-of-the-art window system is key.

Each pane of glass in the Control Tower is hinged in the middle at either side, so they can be turned a full 360-degrees and be cleaned regularly with minimum disruption to operations.

The Tower is home to more than 70 different systems, 100 computers, plasma touch displays and other communications equipment, which is used to monitor weather, control mapping and flight traffic. Midshire used desk mounts, pole girders and articulated brackets to enable all IT equipment, monitors and screens to move in multiple directions and not impede access to the rotating windows.

www.midshire.co.uk



ABS announces major acquisition

Elland-based family business, ABS UK has acquired Sapphire Business Solutions as part of a planned UK expansion programme. The North Wales company specialises in providing comprehensive technology solutions, including digital copier and printer services.

Brett Abson, Sales Director at ABS UK said: "Acquiring Sapphire Business Solutions has allowed us to further extend our geographic reach without additional recruitment. Several of our existing service clients have operations in Wales and/or the North West and therefore this merger will allow us to provide them with even better support while accessing a predominantly technologically-demanding commercial client base."

Additionally, Sapphire Business Solutions has a long-established relationship with both Develop and Samsung, partnerships which match ABS UK's developing engagement with these manufacturers.

Abson added: "The cornerstone of our offering has always been an unwavering dedication to the highest standards of support – Sapphire

was cut from the same cloth so the fit was both uncomplicated and obvious.

"The acquisition also strengthens the business moving forward, adding around £10,000 per month in service revenue alone as part of an overall £350k to £400k per annum increase in turnover."

ABS UK has a detailed growth strategy which includes doubling the size of its current client base, the acquisition of Sapphire is the first of three planned purchases over the next 18 months.

www.abs-print.co.uk



MSP strengthens commitment to public sector in Scotland

Annodata is just one of eight suppliers to be awarded a position on the National Framework for the provision of office equipment to the Scottish public sector, in recognition of the Managed Services Provider's economically advantageous solutions. Earning a place on the framework will enable Annodata to act as a trusted advisor to the public sector in Scotland and underpins its commitment to these organisations.

The Scottish National Framework for Office Equipment is designed to achieve the best value for the total spend within the Scottish public sector and offers consistent national pricing for a full catalogue of office equipment products, including multi-functional devices and services. www.annodata.co.uk



VOW scoops double award win

VOW picked up two prestigious awards at the NEMO Refresh '17 conference held at the Beaumont Estate in Windsor.

The awards presented at the evening gala dinner included Wholesaler of the Year 2017 and Stand of the Show. www.voweurope.com

SPOT Sailing Regatta raise £2,000 for BOSS charity

After an 'affluent day' of sailing on the Solent, SPOT Sailing Regatta attendees both suppliers and dealers dug deep to help support industry people less fortunate than themselves.

Towards the end of the event, a fundraiser was held for the BOSS Business Supplies Charity, which provides welfare grants to support former employees of the stationery industry affected by challenging circumstances. Attendees gave generously to this worthy cause. www.spicers.co.uk



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*Research conducted in April 2016 by Censuswide on behalf of Sharp Europe.

www.sharp.co.uk/unlock

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Exertis appoints Business Intelligence Manager

Jonathan Wagstaff has taken up the newly created position of Business Intelligence Manager at Exertis. Based in Basingstoke with a European remit, his role will help to identify trends in the technology market, including new technologies, significant new market players (vendors, customers, operators, and others) and the impact of these new technologies on the distribution space. He will report to Stephen Casey, Finance & Development Director at DCC Technology.



Wagstaff joins from Context, a leading European data analyst company that tracks sales and pricing information from within the IT channel, where he managed EMEA wide data collection projects for major ICT vendors and had responsibility for the UK and IE distribution, reseller and retail panels. He was also instrumental in setting up Context's VR Research Group and PC Gaming category tracking.

www.exertis.co.uk

Synaxon brings Autotask Endpoint Backup to UK

Synaxon has signed a members' exclusive distributor agreement for Autotask Endpoint Backup (AEB) providing members with a simple and cost-effective way to provide file backup with unlimited storage to customers and thus safeguard against the threat of ransomware and other malware attacks.

AEB is designed specifically for resellers, and fully integrates with Autotask's professional

services automation and remote monitoring and management software. It includes full provisioning, reporting, and monitoring capabilities, and in doing so, paves the way to generate recurring revenue from sales of managed services. Synaxon has partnered with Autotask to provide all provisioning and delivery of AEB via EGIS, its online information and procurement platform.

www.synaxon.co.uk

Clarke Office Solutions acquired by Apogee

Apogee has completed the acquisition of Clarke Office Solutions. Established in 1991, the Cambridge-based independent reseller and service provider of multiple manufacturer brands including Canon, HP and Samsung, provides commercial and public sector clients with hardware and software technology, finance and leasing solutions and onsite servicing through its own in-house service operation.

Commenting on this latest move, Jason Collins, Apogee Joint CEO said: "We were keen to strengthen our coverage in this part of the country and through this acquisition we now have a new operational base in Cambridge."

This acquisition sees Apogee continue its organic plus M&A growth strategy, backed by investment from private equity firm Equistone Partners Europe. www.apogeeecorp.com

Clarke office solutions



Tech Data offers PDI service on HPI printers and scanners

Tech Data is now offering pre-delivery inspection (PDI) service on HP Inc. printers and scanners, making it easier for resellers to provide a higher level of service to customers. The service ensures that devices are ready to run on delivery and can match up to the high expectations customers will have of their supplier of HP devices.

Stephen Martin, Print Business Unit Manager at Tech Data, said: "The new PDI on HP printers and scanners is fast, cost-effective, and allows resellers to deliver the best possible customer experience. Peripheral devices are expected to work out-of-the box, and while that's certainly what you'd always expect with HP, being able to make sure that everything is properly set-up and ready to go is a great way to add value for customers and avoid wasted time and hassle." www.techdata.co.uk

UK-wide partnership

INFINIDAT, a provider of enterprise data storage solutions and specialist memory, server and storage distributor M2M Enterprise have announced their partnership through a UK-wide distribution agreement.

M2M Ltd, founded in 1998 and based over two sites in Bromley will be INFINIDAT's first UK distributor. By adding INFINIDAT's petabyte-scale enterprise-class data storage solutions to enhance its portfolio, M2M Enterprise completes its top end storage offering, and will enable INFINIDAT to grow its high-end level reseller base.

www.infinidat.com
enterprise.m2m-direct.co.uk



Integra launches 2018 marketing programme

Integra Business Solutions has launched its 2018 Marketing Programme which focuses on how members can maximise sales within new or growing product and service categories by accessing a comprehensive range of marketing tools together with business development, purchasing and marketing support.

Integra's 2018 Marketing Programme also includes Infuse Marketing Solutions, a selection of managed services available to members to help support their internal resources. From help with marketing plans, sales letters, telesales and Blitz days to email marketing, PR and Social Media, these services can be a great way to achieve more but without needing additional resource.

www.integra-business.co.uk

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Four new names sign up to The Print Show

Four companies that have secured their spot at the show this year are Konica Minolta, OKI, RISO and, printMAX all of which also featured at both the 2015 and 2016 events.

In a significant display of ongoing support to The Print Show, Konica Minolta was the first to sign up to exhibit at the event for the third year in a row. The digital print giant has been a staunch supporter of The Print Show since its launch in 2015. This year, the company has taken one of the larger stands at the event, mirroring its strategy at the inaugural show in 2015 and last year's event.

Speaking about OKI's return to the show Andrew Hall, Marketing Manager, OKI Systems UK said: "Following the success of the 2015 and 2016 shows, and the launch of further new products in OKI's portfolio, it was a simple decision to return."

OKI has slightly altered its strategy this year by opting for a smaller stand at the show, but has also committed to supporting its reseller partners that will also be in attendance in October.

www.theprintshow.co.uk



Canon launches Video Cloud IoT as a Service business

Canon has announced a new Video Cloud IoT as a Service business based in California called ARCUS Global Inc. Owned by Canon Europe and built on the intellectual property, technology and expertise of Canon Group company, Milestone Systems, ARCUS Global Inc. will address the significant unmet global market demand from large enterprises for Video Cloud IoT as a Service for security and business optimisation.

The new company will target an addressable global public cloud video management services market that is estimated to be worth between \$10 & \$20 billion by 2021.

www.arcusnext.com

Brother UK invests in Greater Manchester HQ

Brother UK has invested £250,000 in a new events and product showcase space at its headquarters in Greater Manchester as part of a new transformation initiative.

The information, communications and technology business has opened a Solutions Showroom, a newly-renovated space that will be used for customer and VIP meetings as well as for product demonstrations and company events.

The showroom, which features a new boardroom and break-out areas, is also being made available as a northern meeting base for customers based elsewhere in the UK.

The investment is part of Brother UK's Transform 2018 strategy, a global initiative to help

grow revenues by moving towards contractual solutions and services.

www.brother.co.uk



Newfield IT to merge with Xerox

NewField IT has announced it is integrating its business into parent company Xerox. In a statement Director Nigel Bainsfair said: "This is a very exciting event for both companies, for our employees, our suppliers and our clients."

NewField IT was acquired by Xerox in 2011, but continued to operate independently. Bainsfair said that the transition process is under way and that the company will work closely with its business partners, in order to ensure that any changes are implemented as smoothly as possible.

www.newfieldit.com

Konica Minolta announces partnership

Konica Minolta has announced a strategic partnership with the Direct Marketing Association (DMA) and sponsorship of its annual DMA Awards. Marketers and brand owners will see how Konica Minolta's print and marketing technology solutions will be used in a practical way throughout the campaign and awards evening.

The company values the importance of working with key industry bodies such as the DMA and is continually developing its approaches to support agencies and brand owners. Through its dedicated Marketing Services Division, brand owners and agencies can access a range of services aimed at optimising marketing spend to create stronger returns. www.konicaminolta.co.uk



Call for community projects to rush into print

The newly launched UTAH Community Print Project provides free printing services on an 'as agreed' basis to pre-approved community events and charitable activities across the UK. The initiative enables charities and local not-for-profit organisations including parish, village and town event organisers, with little or no access to printing facilities, to apply to have their event publicity material or public information notices printed.

From A5 programmes, booklets and A4 flyers to black and white A3 posters, UTAH can offer a wide variety of printing options to accommodate most requirements. www.utah.co.uk



Kodak Alaris partners with IMMJ Systems

Kodak Alaris Information Management has partnered with IMMJ Systems, expanding its information management ecosystem to provide an integrated electronic document management solution for customers within the healthcare sector.

By working together, the partner firms' unique areas of specialisation will provide a comprehensive offering for Acute Trusts looking to eradicate the use of paper across health and care services by 2020.

www.kodakalaris.co.uk/go/IMnews

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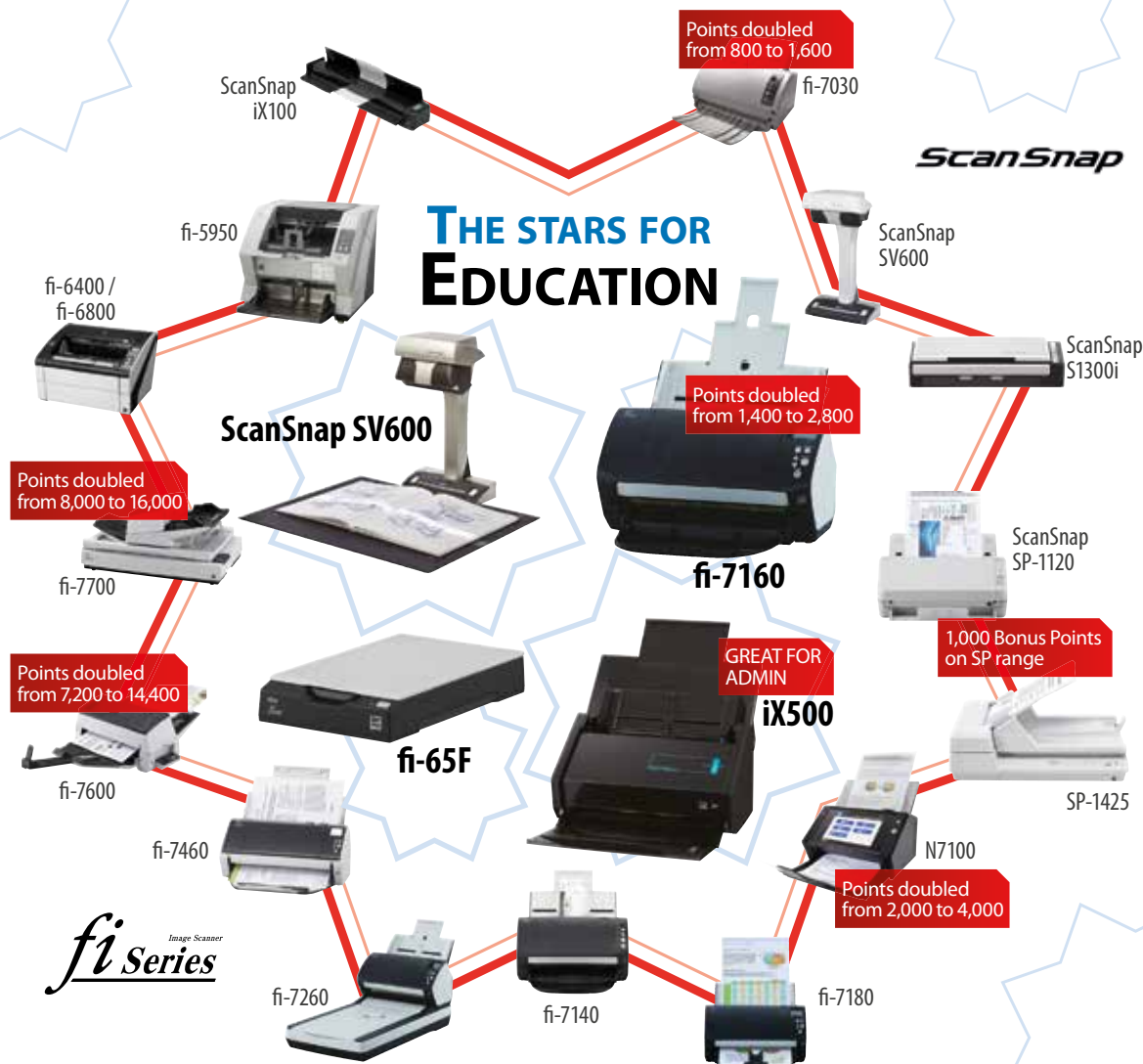


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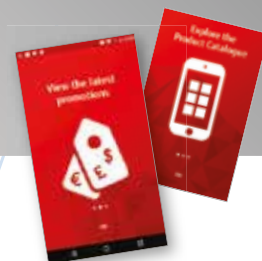
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Remanufactured supplies

ARMOR Office Printing has expanded its remanufactured range of OWA cartridges compatible with HP JetIntelligence printers, adding six new products. Available in standard and hi-capacity models, the new products are compatible with the HP CF410, CF226 and CF287 series.

The range now has 28 products, notably including the CF226, used with the HP Pro M402 model, the top-selling laser printer in 2016 and the CF400 series, used with another leading HP model, the Color Laserjet Pro M277.

OWA cartridges are designed to offer comparable performance and equivalent output to OEM cartridges and are priced an average of 45 per cent lower than OEM list prices. www.armor-owa.com



New total business management software solution

Purpose Software has announced the immediate availability of FORZA, a new SAP Business One-based system that includes all sales, service and accounting functionality on a single integrated platform. It offers built-in customisation tools which provide a foundation for future growth, enabling resellers to compete more effectively with larger dealers and take advantage of new business opportunities such as IT services and managed network services.

This is the first of a new generation of total business management software solutions and provides instant access to a single source of real-time data when and where it is needed the most to increase performance, efficiency and profitability.

The company is launching FORZA in partnership with MWA Intelligence, a master value-added reseller and OEM for SAP Business One. www.purposesoftware.co.uk

International Paper launches HP Office 'Pink Ream'

International Paper is collaborating with the Komen European Network (partner of Susan G Komen organisation), to launch a specially created HP Office 'Pink Ream' in support of programmes to help save lives from breast cancer in Europe.

A contribution of £0.10 from the sale of each HP Office 'Pink Ream' in Europe will be made to the Komen European Network during 2017, with a minimum guarantee of €100,000 being donated to the charity.

As part of a European agreement, all the funds

Cashback and trade-in offers

Kodak Alaris Information Management has launched a series of promotions designed to help its channel partners to sell more scanners. The cashback and trade-in offers reward end-users who purchase selected models from Kodak Alaris resellers and are valid until December 31.

Anyone in the market for a Kodak Scanmate i1150 Scanner will get £50 cashback while i2620 Scanner buyers who trade-in a desktop or embedded scanner from any brand, will receive a £200 reward.

Kodak Alaris has launched a dedicated website for this latest customer promotion which also comes with a 90-day satisfaction guarantee. Any customer who purchases a qualifying product during the promotional dates and who for any reason is not fully satisfied with the product, may claim a full refund up to 90 days after registering their purchase.

<https://promotions.kodakalaris.com/>



donated by International Paper in Europe will stay in the region, and will be used to support and aid European programmes that are focused on breast cancer research, awareness, and prevention.

The HP Office 'Pink Ream' product will be available through all distribution channels from mid-September and October.

www.internationalpaper.com

Tree-mendous success

Working with its customers, Premier Paper has raised more than a half a million pounds to support the work of the Woodland Trust, funding the planting of 87.5 hectares of new native UK woodland – an area equivalent to 122 international sized football pitches.

Premier first started working with the Woodland Trust in 2011. Its Carbon Capture programme gives customers the opportunity to capture the CO2 emissions from the manufacture and distribution of the paper that they buy and to help the Woodland Trust to create new native woodland that has an enormous environmental benefit right across the UK.

Using guidelines from The Carbon Trust and DEFRA, Premier calculates the amount of CO2 generated in the production and distribution of the paper. Customers can then choose to capture the equivalent amount of CO2 by planting trees in the Government accredited Woodland Carbon scheme through the Woodland Trust. www.paper.co.uk



Synextra introduces three new products

North-West cloud provider Synextra has launched three new variants of its flagship Hosted Desktop solution to bring even more Northern (and UK) businesses into the cloud.

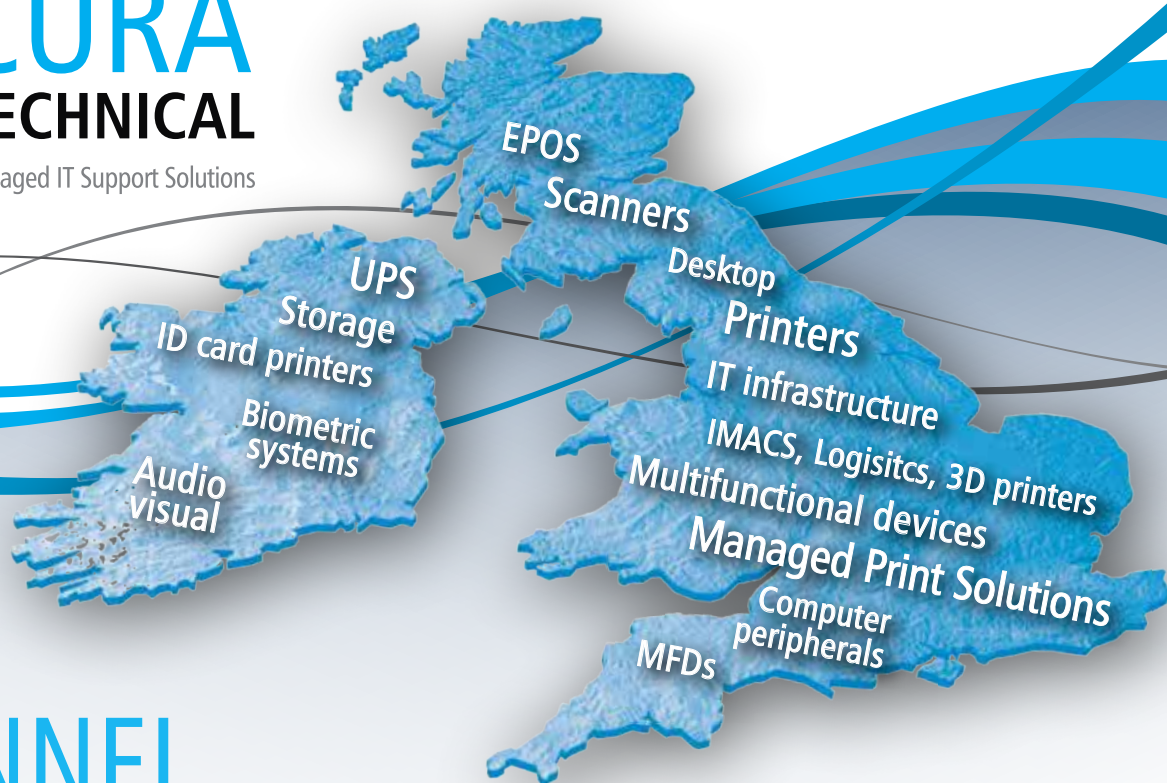
Having originally launched one version of its Hosted Desktop solution to accompany its Cloud Infrastructure solutions, Synextra has now released three new variations: Lite, Pro and Enterprise. www.synextra.co.uk

New carbonless paper range

Antalis has formed a new supply agreement with German specialist paper manufacturer, Koehler Paper Group which will see it bring reacto, the carbonless paper range, to the UK market.

Essential where a duplicate copy of an original document is required, such as contracts, invoices and receipts, carbonless paper can save money and time. It is user-friendly and cheaper than laser printing, offering security against forgery.

www.antalis.co.uk



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Exclusive brands available from VOW

Following on from the introduction of its dynamic product strategy earlier this year, VOW has announced details of nine exclusively available brands that will add to the flow of products being launched. The new additions include: Reviva: technology essentials, Contour Ergonomics: affordable ergonomics and GoSecure: secure mailing and packaging solutions. www.voweurope.com

AIT and Ubiquitech join forces

AIT has extended its product portfolio with the addition of Ubiquitech's suite of cloud-based secure print solutions. AIT will be launching the full cloud-based secure print solutions using the UBI-Q-ONE Driver and the reduced WAN traffic solution, UBI-Q-Direct. Depending on the customer requirements, the solutions can be configured to run in a

private, hybrid or public cloud.

Business Development Director Alan Christie said: "We have known Ubiquitech for many years and after we decided to expand our business relationship to include cloud-based technologies, we have already seen a significant increase in the number of major business opportunities."

www.ait.co.uk



Vantage integration with Data Direct

Vantage has announced that integration between Vantage Online and Data Direct has completed development and internal testing and will be ready for mutual clients to take advantage of once final field testing has been completed.

"Our customers can now place orders directly from Vantage Online and receive confirmation, PODs and invoices back without any administration or duplication of work," said Patrick Winterbottom, Managing Director of Data Direct. "This will lead to improved efficiency, reduced stock holdings and improved margins."

www.vantagecomputing.co.uk • www.data-direct.co.uk



Chris Piggott

MSPs still in the dark when it comes to Cloud

Jason Angleos, MD of Sales Strategy & Transformation at Accenture Strategy, has recently claimed that partner programmes are not keeping up with Cloud innovation. "That's mostly true. The majority of partner programmes aren't adapting to the needs of partners and their customers," said Chris Piggott, Technical Director & Co-Founder of Synextra.

He added that Synextra's channel partner programme is innovating in the space however. Seeing tremendous success since launching in late 2016, the partner programme contributed a notable portion of the company's impressive 54% growth in its second financial year.

www.synextra.co.uk



Integra announces celebrity guest

Former England international football player and manager, Kevin Keegan OBE will be the special celebrity guest at Integra's 'Celebrating 20 Years' National Conference which takes place September 28 at the Crowne Plaza, Stratford-upon-Avon.

The conference line-up includes industry leading keynote speakers and practical workshops covering a wide range of topics from insights into future trends, how to combat the threat of Amazon, the opportunities within the education sector together with the implications of GDPR and how to achieve strategic differentiation.

www.integra-business.co.uk

3D printing market worth 32.78 Billion USD by 2023

According to market research company MarketsandMarkets, the 3D printing market is expected to be worth USD 32.78 Billion by 2023, at a CAGR of 25.76% between 2017 and 2023.

The market for the desktop segment is expected to grow at a higher CAGR between 2017 and 2023. Product innovation, customisation, reduction in the cost of desktop 3D printers, and the introduction of new materials are the major drivers for the growth of the market.

www.marketsandmarkets.com

Spicers reduces dollar based product pricing

Spicers is providing price stability on dollar based products for its customers right through Q3, irrespective of the £ v \$ exchange rate during this period.

Jeff Whiteway, SPOT's Group CEO said: "Our policy on pricing for dollar priced products has been transparent and consistent with regular updates to our partner dealers during the last 12 months of exchange rate uncertainty. Our latest hedge rate was fortunately made at a favourable rate over our last hedge rate, the benefit of which is being passed onto our reseller dealers from July 1." www.spicers.co.uk

Canon Europe takes Young People Programme to next level

Following a number of successful activities to engage young people across Europe on visual storytelling, Canon Europe's Young People Programme has entered a new stage. This will involve offering a series of interactive workshops to young students in which they will be encouraged to take photos or videos of subjects that relate to the United Nations Sustainable Development Goals (SDGs), and express their views on the need for change. The aim is to show the power of visual storytelling and raise awareness of the need to deliver the 17 SDGs, which were created to eliminate poverty, protect the planet and achieve prosperity for all.

The company has been delivering visual storytelling workshops for young people since



2015, and to date, 14 countries across Europe have run events, reaching more than 1,100 students including many who would not have had the chance to have their talents identified.

www.canon-europe.com

Cyberattacks on UK businesses increase

The number of cyberattacks targeting UK-based businesses increased by more than half in the second quarter of 2017, according to a new report from Beaming, the business ISP. Firms were, on average, subjected to almost 65,000 internet-borne cyberattacks each in the three months to June, an increase of 52 per cent on the first quarter of 2017.

While two thirds (68 per cent) of attacks hitting corporate firewalls targeted connected devices such as networked security cameras and building control systems, there was a substantial increase in attacks on company databases.

On average, each UK business experienced 105 attempts to take control of their database applications per day in the second quarter of 2017, compared to just 14 in the first three months of the year. www.beaming.co.uk



Surge in European IT sales

The European IT market has surged in the first quarter, says the Global Technology Distribution Council (GTDC), looking at the sales through distribution in the first three months of 2017. "On a 13-week trend basis, the European market is now growing faster than that of the US," Tim Curran, CEO GTDC said at the annual GTDC European Summit held in Vienna. "Virtually every country is showing growth. January was up 3%, by March 2017 this 13-week average had risen to 6%, and this sort of growth is holding."

www.gtdc.org

PEOPLE

BNP Paribas Leasing Solutions appoints new UK CEO

Jean-Michel Boyer has been appointed as the new CEO for BNP Paribas Leasing Solutions in the UK. Boyer succeeds Tristan Watkins who was recently promoted to Programme Manager of the BNP Paribas North America Growth Plan, a joint initiative with Bank of the West to significantly expand the Group's equipment finance business in the US and Canada over the next three years.

Boyer has worked with the group for over 30 years and has held several senior managerial, sales, and business development positions within the Agriculture, Technology Solutions, and International Business Lines Equipment & Logistics Solutions (IBL ELS) divisions.

As UK CEO, he will be responsible for providing strategic leadership and management for the 450-strong team, as well as overseeing key customer relationships.

Mike Quinn has also been named as the new Head of Technology Solutions. Quinn previously held the position of Head of Risk at BNP Paribas Leasing Solutions UK, and brings over 25 years of experience in finance, encompassing risk, sales, operations and IT project work.

www.leaseingsolutions.bnpparibas.co.uk



Jean-Michel Boyer

Key hires for Exertis

Exertis has boosted the team at its print centre of excellence in Norfolk with two new appointments, to take advantage of the growth in its large format business.

Matthew Jeffrey joins as LFP Business Manager and will own the commercial responsibilities of the Epson LFP business including vendor and customer engagement. Rebecca Lawrence has been appointed as Epson LFP Account Manager taking ownership of the day to day management of key customers focused in this area.

Jamie Brothwell, Exertis Print General Manager said: "These appointments reflect our commitment to add investment in specialist areas where we see opportunities to support our vendors and customers. Our dedicated print team in Norfolk is testament to that and has been instrumental in driving the success of our print, LFP and OA business, catering for the different demands of the retail, B2B and OA markets."

The distie has also made three key hires in its specialist AV division, Exertis Medium, appointing a business development manager and two account managers for its Promethean sales team.

www.exertis.co.uk



Rebecca Lawrence

MPower UPS strengthens UK sales team

MPower UPS, has announced the appointment of Chris Kitiris as Area Sales Manager to help introduce its recently launched UPS system, CumulusPower, to the UK Market.

Kitiris has a degree in electronic engineering and many years' experience in electronic field services. He joins MPower UPS from PPS Power Ltd and has also held senior roles at Data Centre Response Ltd and Uninterruptible Power Supplies Ltd. <http://mpowerups.co.uk>

Toru Maki named PFU President and CEO

Toru Maki has been appointed as the new President and CEO of PFU (EMEA) Ltd. Toru Maki's dedicated aim is to further expand PFU's position as the number one provider of document capture solutions in EMEA.

The company wants to achieve this by not only growing the hardware business but also putting a strong focus on the PaperStream and ScanSnap software and on professional services.

www.pfu.fujitsu.com/en/



Toru Maki

Print revealed as public sector GDPR blind spot

New research by KYOCERA Document Solutions finds UK public sector organisations are unaware of and unprepared for the implications of the EU's forthcoming General Data Protection Regulation (GDPR)

Cyber security is one of the biggest challenges facing the public sector today, and crucial to this is ensuring



that sensitive information is not accessed by the wrong person. Printers and MFPs traditionally are overlooked with regards to implementing data security strategies, but this is now changing rapidly, especially in light of the EU's forthcoming GDPR, coupled with the mass of legislation the public sector is faced with in today's digital world.

With this in mind, in collaboration with KYOCERA, iGov Survey questioned 161 public sector organisations to gain an understanding of the key priorities, trends and challenges for public sector bodies striving to balance the need to make the print environment secure and compliant,



with the need to boost efficiency and drive down IT costs.

Keeping the print environment secure

The survey focussed on the key organisation concerns with regards to current print and multifunctional device management solutions, whether organisations have a secure printing

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strategy, if there are any plans for review in light of GDPR, as well as priority areas for organisations viewed as crucial to keeping the print environment secure.

Just over half (59 per cent), of those polled were aware of the implications of GDPR for their organisation and when asked if to date, their organisation had conducted a personal data impact assessment, only 34 per cent of respondents said that this had been done.

With the implementation of GDPR now less than a year away and with the public sector continuing to shift towards electronic delivery, this shows that there's still a lot of work to do in order to avoid fines of €20m or four per cent of annual turnover – whichever is greater – for the most serious breaches.

Seven out of 10 organisations surveyed believe they have a complete overview of their current document and print environment. Just six per cent of participants said they were concerned their current solution isn't meeting user needs and 73 per cent of those surveyed said they felt prepared to meet their obligations around document and print management.

Cost remains key concern

The majority – 82 per cent of respondents said that they consider lowering costs to be a key concern for their organisation with regards their current print and multifunctional device management solutions, compared with just over half (55 per cent) who cited security concerns around access and data sharing. Other issues included: boosting efficiency – 49 per cent, environmental considerations – 55 per cent, legislative issues – 23 per cent, ensuring solution is easy to use and access – 60 per cent, consistency in delivery – 35 per cent, and sustainability – 38 per cent.

Public sector coming up short

The print estate is just as important when it comes to security as any other part of an IT network. Yet, it is often unclear whose remit and responsibility it is. As a result, many organisations are guilty of unprotected printing features or ensuring their print devices are safeguarded from threats.

The survey results point to the fact that public sector organisations are coming up short when it comes to print security. One-fifth of participants believe a lack of a joined-up approach to managing the multitude of solutions used, is impacting on security, costs and environmental considerations.

As mentioned above, over half have security concerns around access and data sharing when it comes to their current print estate, yet only 44 per cent of respondents actually have a printing security strategy

Just over half (59%), of those polled were aware of the implications of GDPR for their organisation



in place. 22 per cent said they plan to introduce a printing security strategy in the next six months and on quarter within twelve months. Alarmingly, 32 per cent of organisations have no plans to implement.

And, of those who do have a strategy, a fifth of organisations have no plans to review in line with upcoming legislative changes, such as GDPR, which is a concern. In fact, just a quarter of respondents plan to take immediate action.

Another overlooked area when it comes to data protection is a lack of focus on securing printer and MFP hard drives. Just 16 per cent of the organisations polled confirmed that they ensure the hard drive is protected even if it is removed from the core device. Just over a quarter (28 per cent) protect themselves by ensuring the hard drive is encrypted, and 38 per cent utilise secure print release functionality, so print can only be accessed via an authorised user.

Cyber security challenge

Eddie Ginja, Head of Innovation at KYOCERA Document Solutions UK said: "Although cyber security is one of the biggest challenges facing the public sector today, printers and multifunctional devices have traditionally been left at the bottom of the queue when it comes to data security strategies. Thankfully, only eight per cent of organisations had experienced a print-related security breach to date, but this research confirms our fears that print and document management is a security weak spot when it comes to data protection, which is deeply concerning given that GDPR is imminent."

Despite high profile warnings like the incident in February this year which saw a hacker hijack more than 150,000 printers accidentally left accessible via the web, only three-quarters (76 per cent) of public sector organisations have a policy relating to the use of USB/external hard drives, with just 40 per cent of the policies covering printing via multifunctional devices. There was also a lack of certainty around current legislation, with 29 per cent unconfident about how long documents should be kept for.

"Without adequate protection, cyber attackers can easily gain access to multifunctional devices and the data they store, potentially then gaining access to unencrypted data available across entire IT networks, bypassing company firewalls in the process," Ginja said, adding: "Printing and data go hand-in-hand – just think about how much sensitive information is printed or scanned at your organisation every day. As the new fines draw closer, now is a great time to analyse your print security."

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ProcessFlows relaunches channel partner programme

ProcessFlows has relaunched its channel partner programme, a move it says reaffirms its commitment to partners

Tailored to suit business models and markets, the ProcessFlows channel partner programme provides a framework to help resellers expand their portfolio and experience, grow their business, retain customers and increase profits.

The company says its channel partners have a large and diverse client base, however they share common goals such as a desire to make organisations work more efficiently, speed up business processes and deliver a positive experience for staff and customers alike.

ProcessFlows' solutions portfolio is comprehensive, covering a broad spectrum of business needs. Whether customers require one specific piece of software at the best price, or complicated, custom-built solutions to speed up entire business processes, the company will impart its knowledge and capability to support partners to sell and upsell.

The new programme empowers partners to provide best of breed solutions to their customers, whilst arming them with second to none sales support. Benefits include competitive margins, access to numerous revenue streams and annuity opportunities. All of which is backed with an infrastructure and client services operation to help support resellers to maximise every sales opportunity.

Partnering with ProcessFlows

The company has created a dedicated channel team to support partners fully in every requirement, whether it's generating a quote, gathering information, or helping them to create a personalised marketing campaign.

Working in partnership with ProcessFlows gives resellers access to a combination of resources and rewards including:

- **Partner Communication:** Monthly newsletters, product announcements, partner seminars and webinars
- **In-house Systems:** Partners are encouraged to use ProcessFlows' applications and solutions in-house
- **Sales Training:** Online and on-site



training courses and tools, to enable sales team to identify and create opportunities

■ **Technical Training:** On-site and public courses are available, adapted to meet bespoke requirements

■ **Marketing:** Assistance in the design, creation and delivery of marketing materials and campaigns

■ **Dedicated Partner Gateway** for collateral downloads

■ **Pre-Sales Support:** Experienced account managers provide assistance in customer meetings, demos and info requests

■ **Technical Support:** Access to ProcessFlows' Client Services team, for pre-sales technical support, consultancy, helpdesk, project management, training and development requirements

■ **Quick Quotes:** Fast and effective quotation system. SLA for quotation within a maximum of 24 hours

■ **Reward Schemes:** Incentive schemes and campaigns to reward channel partners for their commitment and achievements

Partners who join the programme have to commit to develop opportunities for ProcessFlows, to meet agreed revenue targets, attend product update and training seminars, carry out regular marketing campaigns, jointly develop a business plan with agreed objectives and quarterly reviews.

Client services

All products and solutions supplied by ProcessFlows come with 12 months support and maintenance. Technical issues are managed by its UK-based helpdesk analysts who have vendor accreditation for the products they support. The company

also offers a range of value-added support services, such as multi-year contracts, 24x7 and on-site support. All of these services can be resold by partners.

A range of structured and tailor-made training courses for end-users and administrators is also available; ensuring users and organisations gain full benefits and return on investment. ProcessFlows is the only UK accredited Training Centre for RightFax, Alchemy and CX-E.

The company has undertaken numerous development projects on behalf of clients, providing bespoke, integrated and standalone solutions, ranging from one-off applications, through to commercial programmes that are now re-sold around the world. These have included simple and complex Windows or web services, standalone applications, hosted web-based solutions, client utilities and more.

As a Microsoft Gold Certified Partner, ProcessFlows is also uniquely positioned to help resellers maximise their customers' investment in SharePoint by combining it with market-leading products. It also develops unique security solutions for SharePoint.

The company also has accredited project managers, with the essential skills to help with planning, organising, securing and managing resources to bring about the successful completion of specific project goals and objectives, with maximum benefits.

Ongoing annuities

Channel partners also have the opportunity to earn ongoing annuities from support renewals for the systems sold. Partners who wish to be involved with the management of helpdesk faults and securing the renewals in a timely manner will receive an agreed amount on the full renewal price. Alternatively ProcessFlows can manage the renewals directly with the end-user.

Sales Director Tim Muckart said: "We're pleased to announce the launch of this year's partner programme. It renews the focus on what we can provide our partners to help them achieve the best results with their customers. Our dedicated channel team is also on hand to assist partners in any way they need."

www.processflows.co.uk



Tim Muckart,
Sales Director,
ProcessFlows

The company has created a dedicated channel team to support partners fully in every requirement

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DSales' big move maintains personal service

Many partners along with industry VIPs and members of the business trade media attended an official Business Hub opening event, hosted by Jonathan Whitworth, founder and Managing Director of DSales on July 6

This summer saw DSales (UK) move to its new purpose-built DSales Business Hub in Copley near Halifax, West Yorkshire. The new HQ provides 15,000 square feet of space for larger offices, premier showroom and technical training. There is also a marketing department offering media support and colour workshops/webinars to share knowledge, USPs and applications of new products.

The need for larger premises has been driven by DSales' ongoing sales success requiring the fast-growing company to take control of its own warehousing and hold its own stock of Develop consumables and machines, instead of using offsite third party provision. Coupled with a dedicated Pre-Delivery Inspection Centre for setting-up and customising machines prior to delivery, the warehousing allows closer supervision of machine deliveries, allowing DSales to be even more responsive to requests from dealer partners.

The event – which marked the official opening of the DSales Business Hub also saw DSales confirmed as the Official Imaging Partner of newly promoted Huddersfield Town FC. This partnership continues an already established relationship from the Championship into the Premier League, with Develop devices now installed in 10 per cent of Premier League stadiums. Representatives of Huddersfield Town FC were on hand with the Championship Play-Off Trophy, which many of the dealer partners posed with for photos.

The support for Huddersfield Town FC is part of DSales' extensive corporate social responsibility (CSR) programme. In a presentation to partners, Marketing Manager Glenn Kershaw gave further details of the company's other CSR activities, as the company is a proud supporter of charities and grass roots sport initiatives. Kershaw explained that DSales' main corporate charity is Joining Jack which

The support for Huddersfield Town FC is part of DSales' extensive corporate social responsibility (CSR) programme



aims to raise awareness and fund research into Duchenne Muscular Dystrophy.

ino SECURE UK

Dealer partners also saw a presentation of the product and software roadmap for the remainder of 2017. In a significant announcement, Wayne Snell, Product Manager for DSales outlined the launch of ino SECURE UK, a new chargeable security service. Trained service engineers will configure the security settings of a customer's ino A3 or A4 MFP, to maximise the security benefits for that particular customer's requirements, providing peace of mind that the information on their Develop ino MFP is secure.

Following completion of the process, an ino SECURE UK uniquely numbered label is placed on front of the MFP, providing visual evidence of the customised security package so that all users can be confident that any sensitive data passing through the device will stay confidential. The comprehensive suite of optional security features offered by

ino SECURE UK includes:

- HDD lock to prevent unauthorised access;
- HDD encryption key so data can be stored in a password-protected partition on the hard drive of the MFP, enabling the HDD to overwrite temporary data, which also ensures data is immediately deleted and overwritten as soon as the job is completed; and
- Configuring the HDD to automatically delete a job in specified user boxes, system boxes and folders.

During the opening event several dealer partners were rewarded for their loyalty and long-standing commitment to the Develop brand with the presentation of 'Dealer of the Decade' awards.

Declaring the new DSales Business Hub officially open, Whitworth stated: "From humble beginnings in a Portakabin, DSales has grown to be a major force in the industry in just ten years."

He continued: "We are the biggest distributor for Develop systems outside of the German home market. Our new home provides us with the space and facilities we need to take DSales forward to the next level. But as we grow I am determined that we preserve those aspects of our business model which have ensured our success to date. In particular we want to continue to provide a personal relationship with our dealer partners, treating them as the valued customers they are, instead of the impersonal service offered by the large corporate manufacturers. At DSales we remain big enough to provide full sales, marketing and technical support, but small enough to care." www.dsales.co.uk





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1. A Buyers Laboratory Inc. 2013 study commissioned by HP compared Original HP Ink cartridges (21, 21XL, 22, 22XL, 56, 57, 140XL, 141XL, 300XL, 350, 350XL, 351, 351XL) with on-average performance of refilled and remanufactured cartridges sold in EMEA. Details: www.buyerslab.com/products/samples/HP-Inkjet-Cartridges-vs-EMEA-Refilled-Cartridges.pdf.

2. Program availability varies. HP printing supplies return and recycling is currently available in more than 40 countries, territories and regions in Asia, Europe, and North and South America through the HP Planet Partners program. For more information visit www.hp.com/recycle

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Building an ecosystem

PrintIT Reseller spoke to Siddhartha (Sid) Bhattacharya, VP of Global Marketing for the Kodak Alaris Information Management division about the launch of its IN2 ecosystem and the company's transition from a hardware company to a software and services-led business



Siddhartha Bhattacharya, VP of Global Marketing, Kodak Alaris Information Management Division

Companies like Kodak Alaris face many of the same challenges as printer manufacturers with whom they are linked by a shared dependence on paper – for input in the case of scanners and for output in the case of printers. The more successful they are at facilitating the transition to paperless processes, the less the need for their products – or for their hardware, at least.

Currently, well over 80 per cent of Kodak Alaris revenue comes from scanner hardware, including services relating to break-fix and maintenance. However, it is attempting to evolve from a hardware focused company into more of a software and services-led business. To facilitate this transition, it has developed the Alaris IN2 Ecosystem, and is actively developing partnerships to increase revenue from an expanding portfolio of professional and managed services, like its new leasing solution that provides customers with an alternative to the outright purchase of scanners and services and the opportunity to upgrade equipment more frequently than they might have done in the past.

The problem of big data

Bhattacharya explained that in an era of data chaos, with exponential growth of both structured and unstructured data, in which organisations use or analyse less than 0.5 per cent of the data they hold, Kodak's raison d'être is to solve the problem of big data. It is doing this

by focusing on the notion of information capture, rather than just image capture, and its use in essential business processes through easy integration with other software solutions.

"The starting point for the ecosystem is the bigger narrative around data chaos; it's all about turning that data chaos into business opportunity. The fact that data is growing exponentially, not just paper but digital documents, not just structured data but unstructured data, and the fact that it is coming from multiple and diverse sources – MFPs and scanners, tablets, mobile apps – mean that for many of our customers, the question is not whether they should make the journey to digital transformation but where and how to begin. That is the problem we are looking to alleviate with the launch of the ecosystem," he said.

The Alaris IN2 Ecosystem is built upon three of the company's key strengths:

- **Science** – its decades of R&D and IP in capture, recognition, extraction and integration;
- **Technology** – Kodak Alaris has won the Buyers Lab Inc (BLI) Scanner Line of the Year for two years running (2016 and 2017) and has more BLI Pick and Outstanding Achievement in Innovation Awards (25) than any other scanner manufacturer; and
- **Partnerships** – the development and delivery of new services through

technology partners and system integrators.

Kodak Alaris is bringing all three to bear in the development of solutions for five horizontal applications common to businesses and organisations in all industry sectors – mailroom automation, records management, forms processing, onboarding and accounts payable.

"We feel the expertise we have with our scanners and our software and our partners really helps us take our customers on the information capture journey. Our scanners, software and services work in an integrated way with our solution partners. Through our ecosystem, we allow customers to deal with different documents and formats; to identify index information; to route documents to the business process; and to lower their costs and increase their ROI," Bhattacharya explained.

By focusing on information and business processes, rather than scanning per se, the Alaris IN2 Ecosystem is extending the company's reach in an attempt to future-proof Kodak Alaris and its partners. "We understand the fact that paper-based workflows are declining, though they are still more than 50 per cent of many of our customers' business operations and processes. The ecosystem and technology expertise we have to offer are as relevant and important to workflows that originate digitally as they are to workflows that originate with paper," he said.





Getting it right

Bhattacharya adds that, taken together, the three elements of the ecosystem – Science, Technology and Partnerships – deliver three end-user benefits:

■ **The Right Fit:** “We are able to offer information capture that is seamless to customer businesses. We have trusted partners to deliver the right solution; we have best-in-class scanners, ranging from desktop to high value production models; and we are able to work in the customer’s environment to optimise their overall investment,” he said.

■ **The Right Experience:** “This is about ease of use, the user experience, everything we offer in terms of easy management and set-up and the fact that we can bring in a set of services that allows remote monitoring and inspection to make sure that our scanners are up and running and to handle preventative maintenance, as and when required.”

■ **The Right Results:** “Through the ecosystem we expect to be able to offer our customers a higher ROI and a lower cost and, at the same time, the highest quality of captured data. If that initial capture is not of the highest quality and reliability, anything that happens to the data in the rest of the workflow is going to be sub-par. Our imaging excellence and optimised scanning allows more accurate information capture and minimal rework,” he added.

Partners play a central role

The Kodak Alaris partner network clearly has a central role in delivering on the promise of greater productivity, reliability, efficiency, scalability and simplicity. While Kodak Alaris is investing in training and a plethora of sales tools to help existing resellers on what Bhattacharya calls ‘the journey of information capture’, it also aims to work with a new breed of partner.

“The partners we had in the past were more traditional hardware partners. We still trust them, we still rely on them, but as we make the shift to more of a software and services-led organisation, there needs to be a change in the types of partner we deal with. That’s a journey – it is not going to happen overnight – and to help with it we are investing a lot in portals, in sales training, in demo days, in making sure the partner understands the ecosystem and what role they might be able to play as they embark on this journey,” Bhattacharya explained.

“We are looking for partners who are selling more on value and less on process; partners who are looking not just to churn the business with existing customers who have scanners that they renew every two or three years. We are looking to own the business process, rather than just being the scanner in the business process. In order to own it, we are looking at a number of different elements beyond just capture – it’s about extraction; it’s about optimisation; it’s about analysis and insight.”

Bhattacharya added: “Our unique perspective on this is based on imaging science – that is our USP; that’s what makes us stand out from everyone else in the market place. We are taking the legacy of our expertise in imaging on the hardware side and applying it on the software and services side. That’s the key change we are trying to make as we embark on this ecosystem journey.”

Prospective and existing resellers will have the chance to find out more about the new ecosystem, what it means for them and how it is impacting product development at a series of roadshows Kodak Alaris is holding throughout EMEA later this year.

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Smart printing for the connected workplace

Steven Swift, co-founder of IDEAs, a European network of independent document advisors shares his thoughts on how apps are redefining the role of the office MFP

Samsung appeared to be the only exhibitor at Apps World, XLR8 at Excel London, talking about print solutions, and certainly the only representative of the major printer OEMs with a stand there. That may say something about Samsung's different approach to linking print and workplace solutions, which reflects their heritage in mobile technology.

That is not to say that other printer OEMs are not developing apps to manage workplace solutions, but the fact that none of them chose to exhibit at Apps World may hint at their view of apps as add-ons to their hardware, rather the key element in their proposition to customers, which is how Samsung sees Apps – with the added advantage that theirs are based on the Android mobile platform.

Print volumes as a whole are going down, and that is squeezing revenue and margins for both printer OEMs and their channel partners. How to replace those lost print revenues is a hot topic of discussion and there is a lot of attention focusing on workflow solutions and apps. A central element in this thinking has been how to redefine and broaden the role of the office MFP, to leverage not only its printing and scanning functionalities, but also its processing power and connectivity, to make it into a hub for communications and workflow management.

HP has long talked about the MFP as the on-ramp for office documents, and has built on this idea to develop a range of workflow solutions targeting vertical market segments. This year has seen major announcements from Konica Minolta, with their new concept of the Workplace Hub and Xerox, with its launch of new product families with Connect Key technology to facilitate workflow management, and the development of apps to support this.

Big changes

To succeed in capturing a bigger share of workflows and associated revenues, the print industry needs to take account of some of the big changes taking place in the office and the way people work. First among

these is the growing importance of mobility. More and more people spread their work among multiple locations, including home and while they are travelling. To do this, they need technology that works equally well wherever they are, including the ability to share information and print documents while they are on the move.

Linked to this is the growing requirement to use the same devices and technology for personal as well as work purposes. This applies to smartphones and tablets, but also extends to other devices and functionalities, including printers – and will broaden to include many more types of devices as the Internet of Things becomes a reality.

Demand for customisation

The growing demand for the flexibility for workers to adapt and personalise their own devices and technologies for work purposes as well as their personal communications, is driving the next big change in the way we work. The obvious and most common way of customising devices is through the development and installation of apps.

For this to succeed will require apps that can readily be adapted to work across multiple platforms and tailored to meet individual users' needs. It will no longer suffice to produce standard apps that work on only one type of device or operating system.

This goes to the heart of the Samsung proposition for the connected workplace.

As the world leader in mobile technology, it is perhaps uniquely well placed to spearhead a massive expansion in apps-led development and customisation of workflows, which is exactly what

Steven Swift,
Co-founder,
IDEAs



Print volumes as a whole are going down, and that is squeezing revenue and margins for both printer OEMs and their channel partners

it is proposing with its new Smart Services initiative, built on the Smart UX Center.

Samsung says that using its vast experience in this area and allowing developers to use familiar tools such as Android will cut the average development time for a Smart UX Centre app to 30 days, compared to nine months for a typical embedded printer app using current industry standards.

At Apps World Samsung was able to show some impressive apps and workflow solutions that are already being used by customers. These include: Remote Call – a solution for service technicians working in the field, with integrated communications linking phone and online support, to help them deliver same day service to customers, and MobiSystems Office Suite – providing one app to view and edit documents, working across Android/Dex and Smart UX.

There are also plans to take Smart UX to the next level, beyond traditional printing, with innovative solutions including: Self-serve automated shipping system, linking weighing scales, barcode scanner and NFC/card reader, and Self-point health solution, linking medical scales, smart watch and blood pressure measurements.

The big question

The big question now is how this will translate into the HP world, when the acquisition of Samsung's print business is completed. It appears to fit very well with HP's own strategy of developing more sophisticated services and solutions. However, will HP be able to integrate and manage this initiative with its organisation and technology, and in particular with its channel?

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2. Strategically Strong Color

Strong and bright colors placed over neutral background tones when designing eLearning materials, avoids colors becoming too intense and attracting the eye in many directions. Therefore, colors should be bold and solid.



3. Improved Readability

Color can enhance clarity and readability in the text by as much as 40% for two reasons:

- It automatically make concepts more logical, and help with reasoning and memory.
- Makes the content more readable.

The most legible of all color combinations are black on yellow and green on white followed by red on white.





4. Enhance Learning and Improve Comprehension

Color connects neuropath ways. Students remember colors better than verbal or textual cues alone i.e color increases learning from 55% to 78% and comprehensive by 73%. Evidence also shows that students recall more images in colour than if they were black and white.



5. Color Based on Meaning

Colors also have learned reasons in an academic setting i.e red often means a mistake, but blue, on the other hand, may signal openness. Research found that using red can boost performance on detail-oriented tasks, such as memory retrieval and attention to detail, but isn't helpful for learners to stay on task and concentrate for extended periods of time.



6. Choose the Right Color Combinations

In classroom design, it is best to use a color scheme that uses three tones for a starting point as this is enough to create variation and visual interest without being overwhelming.

Red	- Associated with excitement and happiness Positive reaction from girls High preference for 7-year-olds
Blue	- Favourite color for 7 and 11-year-olds Calming effect on heart rate and respiratory system Positive reaction on girls
Yellow	- High preference for 7-year-olds Associated with honesty in 4th grade students.
Green	- The most restful for the eye. Associated with life in 4th grade females.
Violet	- Corresponds to the top of the head and cerebral activity. Supports non-verbal activity. Symbolizes high levels of wisdom and authority. In children: a mind deep in thought, concerned, or afraid.





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Moving MFPs from A to B



Nick Barber

"I firmly believed that there was an opportunity to create a specialist MFP logistics and transport company, that had customer-centricity at its heart," he said. "When I mentioned this to one dealer I had a good relationship with, he said 'do it'. I then spoke to my father who gave me the push I needed. So back in 2004, I bought a van and set out to prove that I could provide a better service than was currently available."

Barber's attention to detail and drive for excellence quickly paid off. "I really enjoyed being on the road, travelling the length and breadth of the country and meeting people," he explained. This hands-on, customer-facing approach meant that the company grew very quickly, with new business coming in via word of mouth recommendations.

Full service

Based in Bedfordshire, Quest Logistics has nationwide coverage and has also completed moves for customers across Europe. The company's services are comprehensive. "One of the most common jobs that we undertake is the collection and relocation of copiers. We offer a full service that covers collection, relocation and installation and we conduct site surveys to assess relocation needs to ensure the process runs smoothly," Barber said. Uniformed two man crews decommission devices onsite, safely pack and label them before transporting them to the new location in one of the company's eight-strong fleet of specially padded vehicles. The machines are then installed at the new location, the crew also carry out a demo as well as remove and dispose of all packaging.

"As the business has grown we've expanded our offer to meet customer demand," Barber said. "We have a client

base that covers dealerships large and small, some of whom don't have the warehousing capacity to store machines pre-delivery or the specialist equipment such as stairwalkers to transport and install at their customers' premises." To address this need, the company also offers short- and long-term storage facilities for used and new machines in a gated facility with 24-hour security.

In addition it also provides a full PDI service. "Our customers can sell the machines and we can take care of the rest – from receiving the delivery, storing the devices, full PDI, delivery to the end customer, installation including any networking onsite, and for those companies looking to recycle or dispose of legacy devices, we also offer a cost-effective disposal service, which adheres to the WEEE directive."

Quest Logistics has extensive experience in high value office equipment relocation services and has expanded its collection and relocation service to include other items such as vending machines, medical equipment, safes and security



Quest Logistics has extensive experience in high value office equipment relocation services and has expanded its collection and relocation service

equipment and servers and IT equipment.

Barber added that dealers can choose the level of service they require. "We are wholly flexible, some of our customers pick up devices from our warehouse and handle the rest in-house, others opt to outsource all to us – we customise our offer based on individual requirements."

Sustained growth

The company's raison d'être is to deliver a first class, professional service at a very competitive price point - one that is wholly flexible and which promises quick turnarounds. And this attention to customer service has paid off. The company has increased turnover twelve-fold since it started.

"We have grown consistently year on year, and whilst we had a bit of a plateau during the recession, the past three years has really been strong. We are continually picking up new work, the bulk of which comes from referrals. I guess if you do what you say you are going to do and deliver great service – then that's the result!" Barber said.

With Barber's time increasingly becoming swallowed up in the day to day, he has appointed Paul Cooper as Service Director to take the mantle in terms of managing existing customer relationships and communications between the crews and the office. "I'm very excited about this new hire, it will be great to have an industry specialist in-house focussed solely on looking after our customers and ensuring that the service they receive is second to none."

He added. "In this business, managing the peaks and troughs is always a challenge. There are key times of the year when the number of jobs we have to handle increases exponentially. We have a plan in place to ensure we accommodate each and every customer. This includes a number of technicians who are available on a contingency basis to provide extra manpower when required."

March and April have been the busiest months in the firm's history. "We have had unprecedented levels of new business enquiries which is great," Barber said.

www.questlogistics.co.uk

Challenges and opportunities

This month's panel of print experts discuss the challenges and opportunities in the sector today

PITR: In your opinion, what is currently the biggest challenge within the print industry?

Andrew Hall, Marketing Manager, OKI Systems (UK): "Maintaining access to print in office space. Transition away from PCs to mobile/tablet/cloud forms of working can reduce access to printers. Connectivity with ever newer forms of applications is key to ensure those that need to print can still do so. The need remains but the technology needs to enable it."

"Market maturity, many players with low growth means vendors need to work hard to maintain or gain market share at the expense of others. Differentiating in a crowded, mature marketplace."

Shaun Wilkinson, Managing Director, UTAH (UK): "Both the way we work and the office environment continue to evolve and, without doubt, keeping up with that rate of change is the greatest challenge facing the print sector. How do we remain relevant in a world of digitalisation, connectivity, multi-user document collaboration and automation?"

"Documents – paper essentially – continue to be at the heart of every organisation, but we all need to think about so much more than the printed output. Document capture through scanning, cloud storage, access via any device at any time, and efficient workflows that enhance productivity, are just a few examples of how MFPs and specialist software are being used to boost businesses."

"MFPs are growing increasingly sophisticated and our challenge is to demonstrate how they can be an integral part of today's working world. Cultural change is happening now, not tomorrow, so we need to keep up and embrace that change."

Mark Ash, Head of Print and Director Business Enterprise Team, Samsung:

"The biggest challenge that our clients face is ensuring that they are not left behind as their customers' needs and expectations change."

"In particular, increased mobility is now a key factor in the modern workplace, with employees requiring access to business critical information anywhere and at any time. This 'always on' culture is the direction businesses are heading in. And, with millennials set to account for half of the UK's workforce by 2020, they'll increasingly be the ones that are driving

The biggest challenge that our clients face is ensuring that they are not left behind



Shaun Wilkinson,
Managing Director,
UTAH (UK)

Dan Wogan,
Product Manager
for Managed Print
and Solutions,
Epson UK



this digital agenda forward as they strive for the same experience at work as they receive as consumers. It means that the connected workplace is here to stay, and will become a key factor in both hiring and retaining top talent, who are looking for that work/life balance."

Dan Wogan, Product Manager for Managed Print and Solutions, Epson UK:

"The biggest challenge facing the print industry is encouraging businesses to adopt more environmentally friendly approaches. The paperless office is failing to materialise because the written word, on paper, is still a very powerful communication tool. However, switching from energy-consuming laser printer fleets to inkjet models, has a very strong environmental impact and bring benefits including increased speed and reliability. For example, if UK business switched to inkjet printers, it would save enough power to run at least 60,000 households."

"Epson is committed to persuading SMEs to 'make the switch', which is why we're investing 50 million euros into inkjet production facilities. It's not just about the printers themselves, though; the industry must also adapt to new trends in purchasing. It's becoming common for customers to rent IT equipment rather than purchasing an item with a one-off fee. At Epson, we've introduced a managed print service called Print 365. This allows SMEs to manage the costs of an inkjet printer over a longer period, entering into what resembles a mobile phone contract. The deal provides added value for resellers, as it allows them to build longer, ongoing relationships with customers and provide more flexibility. We're confident about overcoming these challenges and ushering in a new era of affordable, greener, and speedier inkjet printing."

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...continued

Matt Goodall
Service Director
Office Evolution



Matt Goodall, Service Director, Office Evolution: "The biggest issue facing the industry at present is cost. It permeates every layer of the industry, the customer wants the cheapest print cost they can get, the dealer wants the cheapest running costs they can get and the manufacturer wants the cheapest build costs they can get.

"The issue, as is always the case, is of course quality. The customer gets a low copy cost but the service will suffer, spare supplies can't be left on site, response times are poorer and downtime increases. The dealer gets a product that is built to a budget and to maintain their margins looks to the aftermarket or grey market for the supplies to regain the profit gap that has been lost. The manufacturer maintains market share but loses out on the sale of supplies and gets squeezed by the dealers to secure new opportunities.

"So where does this stop, well in short it won't, or at least not until the economy recovers and stabilises. As with every occurrence of recession or economic stress the focus becomes cost and moves away from value and quality. At Office Evolution we continue to provide a high quality service, we carry out regular reviews with our customers and we try to be as flexible as possible so that the customer can grow with us. We retain our base through that high quality response and minimal downtime. But like the rest of the industry, we have to do all of this with a cost vs. value and quality mind set.

"There will always be someone promising to do it 'cheaper' but the likelihood is that you will lose quality, service and value, and as we often see and in those famous words 'We'll be back'

I think the definition of Managed Print Services is so varied from manufacturer, to partner to end-user and this is an immense challenge as I see companies losing business

often securing contracts again after the cheaper alternative has been tried."

Mark Smyth, Chief Operating Officer, Vision: "In my opinion, the current, largest market challenge is sustainable growth. If you do not have a strong business plan and strategy, resellers in the current climate will find it challenging simply to remain static!

"We formulated a growth and business plan in 2015 that combines several key components to Vision's continued growth and success. Inevitably as we endeavour to execute on our plans, some components of the plan are more successful than others and it's a combination of components that's key and not just one focus and go to market strategy such as Managed Print!"

Mark Bailey, Managing Director, EBM: "For us, one of the biggest challenges we've faced is business' attitudes towards printing. It's either seen as a necessity that ticks over, often haemorrhaging money; or something they would like to try and do away with altogether. This is not realistic for a number of industries, however, and to overcome that, we focus on helping those clients who want to reduce cost by showing them how to print smarter. This doesn't necessarily mean printing less, but it's all about finding the right managed print solution to meet their needs."

David Tulip, Managed Print Programme Director, Network Group / Technology To Go: "Like many industries, there are multiple challenges and pressures, for the traditional copier-type reseller margins have been under severe downward pressure for some years now – not only on the tin but now the service revenue as both channel players and end-users look for commoditisation. It is of course one

thing to compare hardware (even between manufacturers nowadays as let's be honest looking at office MFDs they all do the same thing!), the time when the hardware should not be commoditised is when there is a unique customer requirement and/or higher volumes to ensure you have the right horse for the course.

"How on earth you can commoditise service I don't quite know – yes the principle is fine but in practice what the end-user is delivered is often something very different! So margin is a huge challenge within the space which is not going to go away very quickly. New technologies such as Epson RIPS and HP PageWide also mean that ink is no longer slow and expensive and this will also have downward pressure on revenues and margins... but why the race to the bottom?

"I think the definition of Managed Print Services is so varied from manufacturer, to partner to end-user and this is an immense challenge as I see companies losing business as they are pricing for a 'true service' and situations where the customer is not getting the service wrap they had anticipated. Furthermore, there are still situations where either the customer has been mis-sold or not undertaken their due diligence."

Julian Stafford, Managing Director, Midshire Business Systems Northern: "The biggest threat to the print industry is the decline in people printing. Younger employees coming into businesses today are far more IT savvy. They have been brought up using electronic devices as part of everyday life, which means they are far more comfortable reading documents on a screen. Whereas people of my generation like to print documents if we need to read something carefully.

"Midshire supplies IT services to a



Mark Bailey, Managing Director, EBM

large number of primary and secondary schools. Children currently going through school now read books on e-readers and tablets, and do their class and homework on either a laptop or iPad. They are completely comfortable sharing and collaborating online, without the need to print.

"The decline in printed pages is going to accelerate over the next 10-20 years as these children develop into the workplace. Technology is really beginning to change the way we learn and work. And at pace."

PITR: Where do you see the most opportunity?

Andrew Hall: "There are still areas of growth – colour continues to grow in use and enabling customers access to fast, affordable colour can help them transition away from mono printing to improve their printed communications.

"Direct mail is also making a comeback. People are overloaded with digital communications which now often go unnoticed. For example emails are easy to delete without even opening whereas direct mail does get opened so there is opportunity for colourful impactful document creation for direct marketing."

Shaun Wilkinson: "This challenge mentioned above is also the opportunity, especially for those dealers who grasp the nettle and think solutions first. Dealers should aim to be trusted partners who deliver real world solutions that truly solve the problems of their customers, drive productivity, enable new ways of working and integrate with each individual business. Those solutions also need to be practical and cost-effective, fully integrated with existing IT set-ups and delivered with the minimum of disruption at a time when there's so much uncertainty in the current business climate.

"Working in collaboration with print partners also brings opportunities. Our UTAX Partners, for example, can draw on technical, sales, marketing and finance help with their tenders. Finally, it's worth pointing out that hardware is still very much an integral part of the overall package, as we're talking evolution, not revolution. As I mentioned above, documents are still at the heart of even the most modern working environments. The opportunity comes in leveraging the power of what we in the print sector can achieve to the benefit of end-users."



Mark Ash
Head of Print and
Director Business
Enterprise Team
Samsung

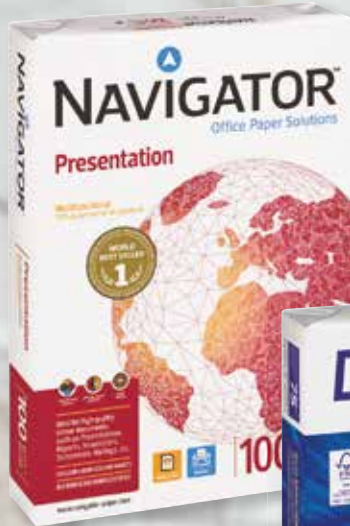

Mark Ash: "The industry's biggest challenge is also its biggest opportunity. As workplaces become increasingly mobile and connected, our print partners are now able to incorporate their offerings to enhance the connected workplace. This is because the cloud-driven capabilities of Samsung's print technologies enable traditional paper-based workflows to develop into efficient and integrated digital solutions that remove costs, improve productivity and enable that all-important mobility.

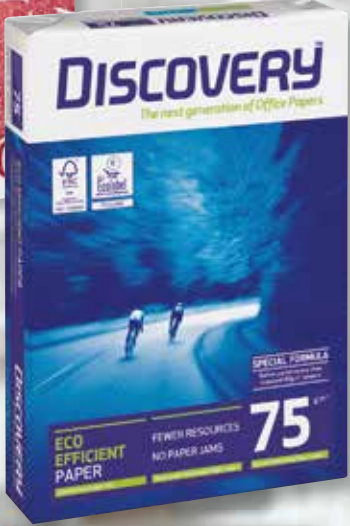
"Users can access, scan and print documents directly from their phones and tablets; they can edit documents directly on the MFDs; and they don't need to be logged into the corporate network, enabling complete flexibility. It's an opportunity to promote MFDs that work like a business, large or small, and boost the productivity of every single one of its employees."



Continued...

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...continued



Andrew Hall,
Marketing
Manager,
OKI Systems (UK)

Dan Wogan: "We see the most opportunity in the business inkjet market. There's clearly a lot of appetite for these cost-effective models, as demonstrated by the fact Epson has registered a 40 per cent year-on-year increase in unit sales. Over the next three years, we're going to allocate a further €185 million towards PrecisionCore inkjet technology, capitalising on the enormous market opportunity."

"We also see more opportunities in the green printing and recycling fields. We have an environmental vision for 2050, which involves all units across our business abiding by green energy standards. At CEBIT 2017 we demonstrated our PaperLab innovation, a revolutionary product which allows employees to recycle paper instantly on site. The device removes almost all the water from the recycling process. Our belief is that one day everyone will have a PaperLab device in their home, allowing them to recycle instantly, bringing an end to paper wastage."

Matt Goodall: "The biggest growth opportunities lie with the combination of the multifunctional products and the various software options that control costs. This ties in with my comments about costs, customers want transparency, who is doing what printing/copying? Who is doing colour, who is wasting money? We supply Papercut software and we have seen a huge increase in customers seeking cost control software."

"The simple integration process and the choice of reports and analysis allows a customer to see where they are spending money. As a dealer, this new direction allows another revenue stream and helps to secure customers to your offering. This combined with scan options, document archiving etc. all allow you to secure more

product lines into your existing customers and helps combat the ever reducing CPC."

Mark Smyth: "Our market has been consolidating for some time, resulting in less resellers and therefore less competition, and some resellers are now restricted in their technology offering and the market requirements they can meet and satisfy."

"Consolidation is driving change for both customers and resellers and this creates further opportunity. Customers typically do not like change, therefore contract renewal and tenders are often the trigger point for the client to decide it's time for a new supplier. It's at this important time that we need to be highly active in the market to potentially compete and win!"

Mark Bailey: "Incorporating additional managed services, such as managed IT, is a definite area for growth, and one we have invested in. We believe that there is a huge opportunity for businesses in streamlining managed services, and by working with a single provider they are able to improve efficiency while reducing cost."

David Tulip: "So with the foregoing in mind there are a number of opportunities; resellers must differentiate to be successful – the challenge is that much of the messaging is the same and let's be honest the topic of 'print and copy' isn't sexy. So there is opportunity for those who can provide Professional Services, who can not only talk about but also understand and assist customers with business processes – who can integrate software to help the customer get more from their investment."

"Opportunity exists to educate the customer that the market has changed – Epson RIPS and HP PageWide for example are valid parts of today's solution. I sense a shift from centralised to local print over the coming five years and businesses reaping savings in not only productivity but energy efficiency too."

"I think the market will continue to be ripe for IT Managed Services companies who have effective managed print



Mark Smyth,
Chief Operating
Officer,
Vision

The simple integration process and the choice of reports and analysis allows a customer to see where they are spending money

services as part of their portfolio to excel and continue to win more business and provide greater value to their customers. I think a further development of this is a cost per seat model that augments well with existing IT Service contracts where customers get not only a single bill but a simple cost model which is more transparent."

Julian Stafford: "The flip side of this is the opportunity for print suppliers to move into managing their clients' IT infrastructure. The potential to tap into alternative revenue streams is enormous."

"In the past four years, Midshire has moved into traditional IT, hosted desktop, data storage, server replication and endless other areas. IT is now the fastest growing part of the group."

"I also expect to see a huge growth in the sale of managed A4 MFPs and printers. Copy costs on these products continue to fall, some matching those of A3 devices. For the past 10 years we have been removing non-managed expensive to run desktop printers and replacing with fewer, strategically placed managed A3 MFPs."

"This is already beginning to turn on its head, with us now just as likely to replace non-managed A4 fleets with an A4 managed fleet allied to even fewer A3 devices. Giving customers the convenience of desktop printing with the benefits of lower running costs and the ease of a fully managed fleet."

"This will accelerate the removal of non-managed A4 fleets and help managed service providers capture all the pages in their clients."

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Transforming office printing for 40 years

Forty years ago, the launch of the Xerox 9700 - the company's first commercial laser printer – gave rise to the digital printing industry, which today generates more than \$120 billion in global annual revenues, according to Smithers Pira

The 9700 which was one of the most successful products in Xerox history – it routinely generated more than \$1 billion in annual revenues – transformed office printing with generations of laser printers and multifunction devices using the technology. In the decade after its release, it was the printing press of choice to print bills and statements for credit cards, banks and utilities. It led the market for high-speed, high-volume production of other types of documents that use transactional data as well, including insurance policies and investment reports.

Last year, KeyPoint Intelligence cited the 9700 as the product that heralded the third wave of industrial automation (computer-driven printers) after steam-powered presses in the early 1800s and electric-powered presses later that century.

"The Xerox 9700 helped usher in the wave of computer-driven automation in the 1970s that transformed offices, data centres, copy departments and ultimately, the printing industry around the world," said Jeff Hayes, Managing Director, KeyPoint Intelligence. "Much of how we communicate in hard copy today can be traced back to this remarkable product."

Greatest invention

"The laser printer is arguably the greatest invention made in a Xerox research centre," said Steve Hoover, Chief Technology Officer, Xerox Corporation. "The 9700 was the first in a long line of iconic products that were made possible by Gary Starkweather's invention, including DocuTech and today's iGen family."

The 9700 also paved the way for variable information printing by personalising each document in a production run. The machine

also could be outfitted with Magnetic Ink Character Recognition (MICR) toner for printing checks.

For Xerox, the laser printing innovation continues, most recently with the launch of 29 new Xerox ConnectKey-enabled printers and multifunction devices, which offer on-the-go capabilities, cloud connectivity, and access to productivity boosting features and apps that transform traditional printing devices into smart, connected workplace assistants.

The family of products, introduced earlier this year, includes a variety of sizes, speeds and capabilities to match the needs of small- and medium-sized businesses as well as large enterprises – and at the heart of ConnectKey devices is the laser technology Xerox invented 40 years ago.



Future of Work global tour

In the wake of the biggest product launch in Xerox history, the company traversed the globe to introduce its new ConnectKey portfolio. The Future of Work Global Tour visited 14 cities in Europe and North America in a six-week span, driving demand and sparking early sales of the company's new line.

Xerox played host to more than 2,000 customers and channel partners at 16 events, from Milan to Montreal to Manhattan, discussing how the fundamental nature of work is evolving and why office technology must stay ahead of the curve to meet the changing needs of today's modern businesses.

Future of Work forum attendees heard predictions from leading technology futurists and received advice from Xerox experts on a variety of topics. They also experienced hands-on product demonstrations and training



sessions about the new ConnectKey portfolio. The global series of events drove significant demand for Xerox technology and expertise, as well as complementary services and custom apps developed and delivered through channel partners.

Marketing muscle for channel partners

Xerox channel partners now have access to two new marketing kits packed with promotional tools. The kits help generate awareness in local markets and drive demand for Xerox's broad technology portfolio, as well as the partners' complementary services, custom apps and deep expertise.

The new Xerox event and demand generation kits are the latest ways the company is helping prepare its channel partners to build closer, more lasting relationships with customers, leading to new and accelerated revenue streams.

The Future of Work Forum Kit provides all of the elements a channel partner needs to host its own Future of Work forum for customers, showcasing their views on the future of work, as well as how their experience and offerings can ready potential customers for workplace evolution. The kit includes suggested venues, sample invitations and agendas, presentation materials, imagery, equipment recommendations, logistics and budget guidance, social media assets and public relations support.

The Demand Generation Kit includes a host of marketing touch-points spanning online content and outbound emails – all designed to keep the partner and its offerings top-of-mind with current clients and prospective customers, as well as drive demand for Xerox's 29 ConnectKey-enabled printers, multifunction devices and apps. The tool kit includes social media templates with images, suggested content to post, webpage elements, photography and inserts for customer emails.

Furnishing channel partners with sales and marketing tools is core to Xerox's strategy to increase its share of the lucrative and growing small- and medium-size business market – as 75 per cent of office technology sales are made through indirect channels.

www.xerox.com/en-us/about/partner-programs

The Future of Work Global Tour visited 14 cities in Europe and North America in a six-week span, driving demand and sparking early sales of the company's new line



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Tech Data PDI Service Pricing

Number of units	Description	Category	Price per unit
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0 – 49	Desktop Pagedwide	Standard PDI & IP Config	£25.00
0 – 49	Large A4	Standard PDI & IP Config	£30.00
0 – 49	A3	Standard PDI & IP Config	£35.00
50 – 100	Desktop Laser	Standard PDI & IP Config	£20.00
50 – 100	Desktop Pagedwide	Standard PDI & IP Config	£20.00
50 – 100	Large A4	Standard PDI & IP Config	£25.00
50 – 100	A3	Standard PDI & IP Config	£33.00
101 – 200	Desktop Laser	Standard PDI & IP Config	£18.00
101 – 200	Desktop Pagedwide	Standard PDI & IP Config	£18.00
101 – 200	Large A4	Standard PDI & IP Config	£23.00
101 – 200	A3	Standard PDI & IP Config	£30.00

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Tech Data

Focus On: Scanners



Customisable UI

Brother has launched a customisable scanner user interface to help channel partners target sectors which have complex document management challenges. It has identified the education, healthcare and legal sectors as key sectors for Custom UI, given the different documenting and archiving management challenges that users face.

Available on versions of its ADS-2800W and ADS-3600W models, Custom UI allows touchscreen control panels to be modified to create a bespoke solution for individual customers' existing workflow environments.

Custom UI expands upon Brother's BSI (Brother Solutions Interface) where channel firms can change the entire screen and functionality of its devices through software development, opening up the market for bespoke solutions to a wider audience.

www.brother.co.uk

Fast-track digital transformation

Designed for the digital transformation era, the fi-7700 and fi-7600 from Fujitsu subsidiary PFU, are able to capture documents up to A3 size in a wide variety of paper weights in one batch, saving time and cost for production-level scanning in a professional environment.

The fi-7700 model combines ADF and flatbed functionality, with the latter well suited for fragile or oversized documents like magazines. The fi-7600 comes with dual

fold-out operating panels to support left-to-right and right-to-left scanning scenarios.

www.pfu.fujitsu.com/en



Added flexibility

Designed to partner Canon imageFORMULA scanners, the compact and lightweight Flatbed Scanner Unit 102 (FSU102) enables users to capture images from both devices in one operation – using the same software driver interface. As the ADF and FSU102 work together, users are able to combine several documents, from both sources, and create a single file – improving productivity for even complex workflows.

Alongside seamless scanning, the FSU102 further enhances efficiency by delivering scans in record time. A4 page scanning takes less than three seconds in grayscale and under four seconds in colour.

www.canon.co.uk



Greater scanning efficiency

Panasonic has added two new A4 scanners – the KV-SL3066 and KV-SL3056 to its range. The new KV-SL30 series of hybrid scanners feature a flatbed which is integrated with an automatic document feeder, meaning they can handle damaged documents, booklets, passports, ID cards, envelopes and mixed-size documents easily.

Designed to deliver greater scanning efficiency and a lower cost of ownership, the two models are the fastest of all Panasonic models in the same class. Panasonic has worked to improve the scanning time of the flatbed, reducing it by half compared to the previous model. The KV-SL3066 scans at 65 pages per minute (ppm) /130 images per minute (ipm) and the KV-SL3056 scans at 45 ppm/90 ipm.

www.business.panasonic.co.uk

High quality images

Designed to provide excellent value and performance to small and medium sized organisations, the new Canon imageFORMULA DR-C230 comes fully equipped with the latest technologies and features required for simple capture and advanced workflows.

The imageFORMULA DR-C230 is based on the successful imageFORMULA DR-C240, providing a compact, robust and reliable device with scanning speeds of 30ppm/60ipm and bundled application software.

With its robust feeding mechanism, the new scanner is capable of handling a variety of different media including scanning 6mm thick passports through the 60-sheet document feeder.

The compact device also includes various advanced image processing features, including text enhancement, automatic deskew and text orientation recognition, to help deliver exceptionally high quality images while saving users valuable time.

www.canon.co.uk



Portable scanner

Epson claims the DS-360W is the fastest portable business scanner on the market. This lightweight, portable and wireless scanner is easy to use, producing high quality scans on the go.

The Epson DS-360W offers a cable-free scanning solution with built-in battery and wireless connectivity for scanning to mobiles, tablets and computers. It also features a highly versatile scanning range making it easy to scan what you need, when you need using paper between 52 and 230gsm, and a dedicated slot for capturing driving licences and ID cards.

Scans can also be integrated in to the user's workflow with the Document Capture Pro which offers many scanning functions alongside document imaging features.

www.epson.co.uk





Kodak Alaris achieves EPEAT Silver level

Kodak Alaris has registered an additional eight scanners at the Silver level in the Electronic Product Environmental Assessment Tool (EPEAT), the definitive global registry for greener electronics.

With the addition of the Kodak ScanMate i940, i1150 and i1150WN Scanners; the i1190, i1190E and i1190WN Scanners; and the Scan Station 710 and 730EX, all 28 scanners in its range have now achieved Silver level status on the EPEAT registry (in the US).

The environmental criteria underlying the EPEAT system address the full product lifecycle, from design and production, to energy use and recycling. To be added to the EPEAT registry, imaging equipment products must meet all applicable requirements from the list of 33 environmental performance criteria. There are also up to 26 additional optional criteria which determines a product's rating of Bronze, Silver or Gold.

www.kodakalaris.co.uk/go/IMnews

ScanSnap cloud upgrades

PFU (EMEA) has added new partners to the ScanSnap Cloud: Expensify, Intuit, Concur and Shoeboxed. ScanSnap Cloud is a free service that enables users of ScanSnap iX100 and iX500 document scanners to directly scan documents to cloud applications without needing a computer or mobile device. It intelligently sorts and routes data directly to cloud-based services of the user's choice.

Together with the cloud services that are already available for the ScanSnap Cloud ecosystem, these new additions offer users of ScanSnap iX100 and iX500 a broad variety of cloud applications to choose from. In addition, PFU also added new functionalities to the ScanSnap Cloud that help streamline the capture process.

www.pfu.fujitsu.com/en/



Smart document sorting

The Kodak i5650S and i5850S scanners offer three pocket sorting designed for the extreme scanning demands of service bureaus, BPOs and corporate mailrooms. Combining smart sorting with high speed throughput and superior image quality leads to increased productivity and significantly lower document capture costs.

With excellent processing speed from 180 - 210 pages per minute, additional features include – advanced exception handling, including Interactive Multifeed Recovery, which increases hourly throughput. Intelligent imprinting to enable tracking of each document from the time it is scanned until it is recycled or returned to the customer and three output trays (two front and one rear) to provide a separate place for collecting exception documents and reusable patch documents.

www.kodakalaris.co.uk/go/IMnews



Point and capture toolkit

ABBYY Europe's Real-Time Recognition technology enables 'instant' text extraction from the preview screen of mobile devices. Based on ABBYY technology, it enables faster, simpler extraction of text from documents and objects placed in the live video stream from smartphone and mobile device cameras.

The Real-Time Recognition SDK complements ABBYY's portfolio of tools that simplify capture, digitisation, and extraction of data. ABBYY's offering ranges from mobile-based information capture and OCR processing, to enterprise-level automated document processing and data extraction.

www.abbyy.com

Compact desktop scanners

Visioneer Patriot H60 and H80, compact desktop scanners are designed for scanning, storing, and organising up to 10,000 double-sided pages daily.

Engineered to maximise productivity, the scanners accept up to 120 mixed sized documents – including dot matrix paper into their document feeders and scans them at speeds of up to 140 images per minute for the H60 and 176 images per minute for the H80. The small footprint enables the scanners to sit comfortably on any desk, making it the perfect solution for both small and large businesses looking to digitise business-critical information.

www.visioneer.com/en/uk/



BLI award winners

Canon, HP, Kodak Alaris and Visioneer have been recognised by Buyers Lab (BLI) in the Summer 2017 Pick and Outstanding Achievement awards in the scanner category.

Canon imageFORMULA ScanFront 400, said to bring tablet-style ease of use to workgroup scanning won Outstanding Workgroup Scanner.

Ease of use, very good image quality and flawless reliability during BLI's 37,500-page test helped the HP ScanJet Enterprise Flow 7000 s3 Sheet-feed scanner win the Outstanding Departmental Scanner Pick award in its segment.

Perfect reliability and low TCO put Kodak Alaris on top. The Kodak i3500 scooped the Outstanding Light-Production Scanner accolade, BLI said the unit offers flexible media handling, as well as a total cost of ownership that's less than half the average for devices in its class that BLI has tested.

Visioneer Active Reversing Rollers Technology picked up the Outstanding Achievement in Innovation award. Tested in the company's Patriot H60 and H80 scanners, the design has two sets of rollers that are being driven independently by two separate motors, rather than using friction or spring-loaded mechanisms to separate pages. This means the devices can be more precise when feeding pages.

www.buyerslab.com/uk

Focus On: Printers



Sharp boosts colour MFP line-up

Sharp has released two additions to its colour MFP line-up. The MX-6580N and MX-7580N offer a durable design and a user-friendly experience that can help streamline document workflow for high volume office environments, small central reprographics departments and copy rooms. These document systems are complemented by robust paper handling and productive output capabilities.

Sharp's next generation Colour Consistency System helps ensure uniform colour output job-after-job, for repeatable high-quality results. Additionally, a customisable touch screen display offers a user-friendly interface with a clean design, simplified easy modes and integrated mini operation guides.

The MX-6580N and 7580N print 65 and 75 pages per minute respectively, and are equipped with Sharp OSA technology, enabling easy integration with network applications and cloud services, such as Cloud Connect for platforms such as One Drive, Google Drive, and SharePoint Online. Built on the Fiery colour print server, the models are suitable for environments where more colour control and precision is required.

www.sharp.co.uk



Canon Europe expands mono print portfolio

Canon Europe has launched the new varioPRINT 140 series of production printers. Building on the product heritage of its predecessor, the varioPRINT 135 series, the new series offers unrivalled uptime and productivity, outstanding mono print quality, extended finishing options, all optimised by the introduction of the new Océ PRISMAsync 5 controller. This new technology further boosts productivity, using remote printer driver technologies to enable production planning and job scheduling up to eight hours in advance.

The varioPRINT 140 produces no ozone and is capable of printing 143 images per minute in both simplex and duplex modes, making it the fastest printer in the light- and mid-volume production segments. The printer can deliver monthly print volumes of up to 800,000 copies, more than doubling productivity compared with the varioPRINT 135. Together with the varioPRINT 140, new varioPRINT 130 and varioPRINT 115 models are also being introduced, offering speeds of 133 and 117 A4 images per minute respectively.

www.canon-europe.com



HP next generation LaserJet portfolio

HP says the new HP LaserJet Enterprise 600 Series devices deliver the deepest level of security, performance and energy efficiency.

The 600 Series MFPs combine exceptional performance and energy efficiency with professional-quality documents. The new devices also include HP JetIntelligence cartridge technology built around a breakthrough in toner chemistry for added print quality protection.

The 600 Series is embedded with the most advanced security features available, designed to help reduce risk, thwart cyber-attacks and improve compliance. These devices contain the unique ability to self-heal, automatically triggering a reboot in the event of an attack or anomaly. Additional features include built-in encryption to protect data stored on the hard drive, secure erase to remove sensitive information safely and completely, and the ability to disable ports and protocols to help prevent unauthorised access.

www.hp.com

3-in-1 duplex printer

Ideal for a home office user, the Epson EcoTank ET-3600 is a 3-in-1 duplex printer that is simple to use and can save the user up to 70 per cent on printing costs.

The EcoTank features an integrated ultra-high-capacity ink tank system, which allows for less fuss and far more time between refills, while still delivering high quality prints. The EcoTank also has Wi-Fi and Wi-Fi direct, meaning it can take advantage of all Epson Connect features including Epson Email Print which allows for remote printing from anywhere in the world.

www.epson.co.uk



Pantum to add three new models

The three models which will be introduced in the last quarter of this year are the Pantum CM7000DN 32 ppm colour laser multifunction device, the Pantum P5000DN – a 42 ppm black and white laser printer and the Pantum M7600FDN an MFP based on the P5000DN printer.

www.global.pantum.com/

A3 printing solutions

Lexmark's A3 colour laser printer and smart MFP range includes nine new models designed to serve the most demanding of workgroups with fast, efficient and secure imaging services.

The CS920 Series and CX920 Series feature Lexmark's fastest printing and scanning devices. The CX924 is its fastest colour laser MFP at up to 65 ppm and the CX920 Series features its fastest scanner at up to 80 ppm. Both also have the highest paper capacity in the OEM's colour laser line at 6,650 sheets.

Every CS920 and CX920 series device is fully compatible with key Lexmark services, from Managed Print Services to Lexmark Print Management.

www.lexmark.co.uk



Star Micronics revolutionises POS terminal device choice

POS printer manufacturer Star Micronics' new TSP143IIIU printer is the only receipt printer solution today to communicate and charge simultaneously and directly with an iPad or iPhone, removing the insecurity of wireless connection.

Recognising the distinct shift towards Apple iOS POS solutions in recent years within retail and hospitality, Star has responded by providing a solution that seamlessly combines the flexibility and cost savings of tablet POS with the reliability of traditional POS.

As well as working with a traditional POS terminal, this printer can connect directly to an iPad or iPhone using the Apple supplied lightning cable for reliable USB communication as opposed to previous iOS wireless only technologies. As a result, the usual Bluetooth or WiFi / wired LAN set-up issues around pairing, network infrastructure, connectivity etc. are eliminated from a hardware perspective.

www.Star-EMEA.com



Outstanding colour print

The ineo+ 2060L colour production system from Develop is aimed at pay for print providers, in-plant print departments, high-volume office environments and specialist users requiring high quality colour such as graphic design and advertising agencies.

This new entry-level, compact colour system has a print speed of up to 61 A4 pages per minute in mono or colour and new features including scan & print to/from USB flash drive and a high speed colour dual scan ADF (240 ipm A4 at 300 dpi). Print jobs can be managed directly from the large full-colour operator panel that provides clear and easy access to all functions. Image quality is outstanding with eight bit full colour resolution at 1200 dpi by 1200 dpi (equivalent to 3,600 dpi by 1200 dpi).

For complete in-house job production the ineo+ 2060L is available with a choice of online finishing units including hole punching, stapling, folding and booklet making. Alternatively there is stacking for up to 4,200 sheets.

www.dsales.eu

4-Year Guarantee SMB Line from Lexmark

Lexmark's 4-Year Guarantee SMB Line features 23 laser printers, ranging from entry-level mono and colour printers to workgroup devices and MFPs, available exclusively through Lexmark's channel partners in EMEA.

The new range has been optimised to address the needs of SMB customers and will be supported by attractive benefits for Lexmark dealers through the distribution bundle programme. This offer provides further benefits in terms of pricing and margin allocation and helps optimise stock inventory and cash flow management.

Channel partners participating in Lexmark Connect Partner Programme have access to a wide range of benefits enabling them to deliver added value, enhancing their ability to win new customers while expanding their share of wallet within existing ones.

www.lexmark.co.uk

Automation and productivity features

The Xerox Versant 180, Versant 180 Performance Package and Versant 3100 Presses feature higher image quality, greater media latitude and advanced inline finishing capabilities.

The Versant line gives printers greater capacity, output and inline automation tools such as a spectrophotometer, full-bleed booklet maker, punch, square fold trimmer and other advanced finishing tools for just about any application needed. The presses handle everything from trimmed and finished marketing collaterals, direct mail, signage, reports or full-bleed magazines on a range of media types and sizes from envelopes to 26-inch banner prints. www.xerox.com



HP Instant Ink

HP has launched HP Instant Ink in Ireland. With its innovative subscription printing service, customers sign up for a monthly subscription for a flat rate based on how many pages they typically print per month. There are three monthly pricing options available in Ireland: €2.99 for a 50-page plan, €4.99 for a 100-page plan and €9.99 for a 300-page version.

Instant Ink requires consumers to have a compatible printer and the cost of the ink and postage is included in the monthly price plan and HP also send postage free envelopes for the return of used cartridges that will be recycled as part of the HP Planet Partners Programme.

www.hp.com/InstantInk

Coming soon

HP is bringing its Device as a Service (DaaS) solution to even more commercial customers for iPad, iPhone, iPod, Mac, Apple TV, and Apple Watch.

A distinctive capability of HP's DaaS is providing unique IT insights and proactive care. Customers can optimise fleet performance and neutralise security threats. DaaS delivers end-to-end lifecycle management with an all-inclusive, per-device pricing model that enables enhanced reliability and cost predictability. With this new offering, businesses can maximise user productivity and IT efficiency.

Initially, HP's Device as a Service for Apple will be available to select customers in the US directly from HP. Availability will be expanded to additional markets and channel partners in the second half of 2017. www.hp.com

Make sure it's original HP

Counterfeit cartridges are predominantly of low quality, packed in unauthorised or fake reproductions of HP packaging in order to mislead customers. Ultimately, counterfeiting is illegal.

Although they may look like genuine HP products, counterfeits can cause serious harm including:

- Poor quality printouts and printer downtime due to malfunctioning fake print cartridges
- Severe health risks due to e.g. unsafe wiring in fake computing products
- Invalidation of hardware warranty and costs to repair damaged devices
- Wasted money for malfunctioning counterfeits and the need for a new bid

HP is proactively protecting its customers from these risks through its dedicated Anti-Counterfeiting and Fraud (ACF) programme.



Join the fight against fraud

Purchase safely, HP recommends to only buy from trusted vendors such as HP distributors and to refrain from too-good-to-be-true offers.

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Mono printing has never been this green

PrintIT Reseller caught up with Jeremy Spencer, Toshiba Tec's Marketing Director, to find out more about the company's new eco-conscious MFP which prints regular black prints as well as erasable blue prints, within one device



In 2013, Toshiba set a new industry benchmark in sustainable printing when it launched the e-STUDIO306LP and RD30 which incorporates its unique erasable toner technology. It has now taken this concept one step further by introducing a new hybrid MFP which combines conventional printing with erasable printing, enabling paper to be reused over and over again.

Driven by Toshiba's e-BRIDGE controller, the e-STUDIO3508LP, e-STUDIO4508LP, and e-STUDIO5008LP are the world's first monochrome MFPs with erasable print function, providing an innovative solution for companies that want to be ecological, economical and efficient. They work like any other mono device to print in black and users can also choose from a variety of paper handling and finishing options.

"The e-STUDIO5008LP series behaves exactly like our current mid-range mono MFPs," Spencer explained, adding: "But it also features the erasable technology unit. What this means is that users can print

in both black and erasable blue, and the MFP itself is capable of erasing the toner. You simply place the used paper (A4 and A3) into the designated paper cassette and start the process. The blue toner will be erased and you can then reuse the paper multiple times providing financial and environmental benefits."

Erasing unit

As an alternative, users can use the optional e-STUDIO RD301 erasing unit, which Spencer says comes with advanced features and is ideal for high volumes. "Not only does it erase at a speed of up to 30 pages per minute, it also sorts the paper into reusable and non-reusable paper. Additionally, it also allows you to scan and digitise documents for archiving into electronic DMS before erasing the toner," he said.

The optional e-STUDIO RD301 paper reusing device fully integrates into digital workflows and can archive, erase and sort up to 100 sheets in one go. One of the biggest developments with this iteration is

that in addition to erasing paper, the device is also capable of scanning documents for archiving and document retrieval. Equipped with a single pass duplex scanner, the system ensures fast conversion into JPEG, TIFF or PDF format. These files can then be stored on a company's server or passed into a document management workflow.

Once the document has been digitised, the content of the sheet is erased using heat which turns the toner from blue to transparent, erasing everything that was printed. The erased sheet is sorted into reusable and non-reusable paper and placed in the respective output cassette. This entire process – archiving, erasing, sorting – is done automatically within just a few seconds.

Why erase?

One of the USPs of the e-STUDIO5008LP series is the use of temporary documents. "We conducted some research that revealed 45 per cent of all printed documents end up in the bin on the day of creation," Spencer said.

Some key findings of a Keypoint Intelligence/Infotrends study include the fact that 50.9 per cent of users prefer to edit on paper, 28 per cent of users print for temporary reference, 12.3 per cent print to then scan to email/workflow/cloud and only 25.3 per cent of users print for permanent record/reference.

"Our hybrid system enables users to select the erasable blue toner, so that when documents which are only intended for temporary use, for example to proof-read a document, meeting agendas, or as a reminder to do something, are finished with, whatever was printed can be erased and the sheet reused," he added.

Rule-based printing can be activated in the printer driver. This allows users to define multiple rules for the printer driver to then automatically select the blue toner e.g. for all emails and faxes, documents typically intended for temporary use.

Eco-conscious

Keypoint Intelligence/Infotrends research findings point to end-user demand for green solutions – 20 per cent of UK SMBs

Not only does it erase at a speed of up to 30 pages per minute, it also sorts the paper into reusable and non-reusable paper

Continued...

...continued

see going green as a priority over the next three years.

Toshiba Tec strives to be one of the world's leading eco-conscious companies based on its Three Greens philosophy: Greening of Products, Greening of Process, and Green Management. Complying with rigorous verification standards is demonstration of its commitment to sustainable business improvement. BSI (British Standards Institution), has verified that the new e-STUDIO5008LP series and

Jeremy Spencer,
Marketing Director
Toshiba Tec



Key features

- Speeds of up to 50 pages per minute (ppm) and up to 35 ppm in erasable blue ensures the Hybrid MFP can handle even large jobs effortlessly
- A customisable, tablet-like user interface, gives easy access to the print, scan, copy, fax and erase functions
- Outstanding image quality on both black and erasable blue toner
- The optional Dual Scan Document Feeder can hold up to 300 sheets while processing documents at speeds of up to 240 images per minute
- Industry leading data security thanks to features such as the self-encrypting Toshiba Secure HDD and further optional security functions for IEEE2600.2 compliance
- Multi Station Print allows users to send print jobs from a computer and retrieve them at any convenient MFP by authenticating at that device
- Cloud printing ensures access to your documents, from anywhere. Embedded apps enable users to send documents directly to, or print them from Microsoft OneDrive, Google Drive and Dropbox
- Mobile printing provides flexibility to print directly from a mobile device via AirPrint, Google Cloud Print, Mopria Print Service or Toshiba e-BRIDGE Print & Capture app. An optional module which activates the Wi-Fi as well as the Bluetooth feature, enables mobile devices to be connected directly with the MFP
- e-BRIDGE technology makes it easy to integrate the system into existing IT infrastructure and helps administrators to work more efficiently. The open platform architecture also enables the creation of customised workflows, which simplifies complex scanning, archiving and other document management tasks

Reducing paper usage saves natural resources, reduces carbon footprint and can also save money

the paper reusing device e-STUDIO RD301 meet the stringent requirements of the Life Cycle Assessment (LCA) standards ISO 14040 and ISO 14044.

From an environmental perspective – one of the biggest advantages of its erasable technology is a significant reduction on environmental impact. Both paper usage and the CO2 emissions from paper production can be reduced by erasing prints and reusing the paper. BSI's verification process reviewed the LCA calculation method of these new MFPs for a five year period and compared it with that of Toshiba Tec's regular MFPs. From this calculation method, printing the paper in erasable blue five times and erasing them to reuse will reduce the CO2 emission by 57 per cent compared to that of five black prints.

Reducing paper consumption

Spencer argues that this new system delivers a positive financial as well as environmental impact. "There is a small cost premium on the price of the engine, but that's easily outweighed by the resultant cost savings on paper," he said.

Reducing paper usage saves natural resources, reduces carbon footprint and can also save money. With this hybrid system, a single sheet of paper can be reused five times. "Assuming that you use a sheet of paper five times (i.e. print once and reuse it four times) and you print 4,000 erasable pages per month, you can reduce paper consumption by up to 80 per cent," he explained. "This means that after five years you will have saved almost 200,000 sheets of paper. In other words – the same amount of paper which you would usually use in one year, will now last five years."

The savings will soon stack up especially when you factor in price increases in paper costs over the last 12 months, typical web pricing puts a box of office paper at around £11-£15 and there are also savings to be had from the cost of storage, distribution and disposal.

"It's also easy to track how much you have already saved – the e-BRIDGE Paper Reuse Report generates reports that calculates paper reduction, the average usage of paper, etc. to show your environmental contribution at a glance," Spencer added.

In conclusion, Spencer muted that Toshiba is looking to further develop this technology, suggesting that we can expect further new product innovations to be introduced early 2018.

www.toshibatec.co.uk





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Synaxon member conference hailed huge success

Synaxon says the conference is now firmly established in the channel calendar and that next year's event will be even bigger and better

The channel services group has declared its 2017 Member Conference a huge success and set the bar even higher for 2018. Sponsors, suppliers and members provided positive feedback on the successful two-day event, which took place Thursday 15 and Friday 16 June at Heathrow.

The group welcomed more than 400 members and representatives of supplier partners to the Park Inn by Radisson to hear leading industry figures and special guest speaker, B.J. Cunningham, and to hold one-to-one meeting with their contacts.

Phenomenal success

According to Derek Jones, Managing Director of Synaxon UK, the latter feature was particularly successful. He said: "The 2017 Conference was a phenomenal success and the Conversation Starter meetings were spectacularly popular. The feedback from our sponsors and members on those sessions has been stunning. A lot of our partners and members made important contacts and did a great deal of useful business over the two days."

John Carter, Managing Director of DMSL, which was at the event promoting its new channel programme aimed at recruiting partners for BT, agreed. "It was a great event. BT were very impressed by the quality and opportunities to engage with Synaxon Partners. Many resellers engaged with our new Broadband and Phones Programme. We even had orders for BT mobile phones being placed on the day by resellers," he said.

Over 750 formal meetings were staged and many more informal gatherings also took place during the networking phases of the programme.

Members benefit

Members also benefited. Personal Computer Clinic (PCC), was one of six companies to be presented with a Synaxon Recognition award at the Gala Dinner,



which was sponsored by Ingram Micro, on the first evening of the conference.

PCC Director Keith Williams said: "It was really productive. I certainly made a lot of new contacts and took away some new ideas. I think everyone who was there had a good time and was inspired by



the positive energy and dynamism of the whole event and the Synaxon community."

Des Auld, Managing Director of Logiplex Solutions received the Special Recognition Award having been an active member and supporter of Synaxon since the group was established in the UK more than eight years ago. Auld is an industry veteran of more than 35 years and is retiring at the end of the year.

Keynote presentations

Other major sponsors for this year's conference included Autotask, BT in association with DMSL, Sage, and Terra. Speakers from all four companies delivered keynotes.

The day's presentations finished with a rousing and inspiring talk on what it takes to make a business successful by B.J. Cunningham, entrepreneur and founder of the iconoclastic Death Cigarettes brand.

Jones said: "I want to thank all the sponsors, suppliers and members who supported this year's event. The 2017 Conference was a huge hit and we're thrilled for our 45 sponsors and suppliers, but even more delighted for the members who got so much out of it. Coming on top of the many other benefits they receive; the conference is the icing on the cake and I'd urge all members to come and join us next year."

The date and location for the next year's event has not yet been set, but Jones wants to make it even better. "This year set the bar even higher, but we want to carry on making the conference even better and more useful for everyone involved. It has now unquestionably become one of the channel's major networking events of the year. Everyone who came this year wants to come again in 2018 – and to get more involved and engaged with Synaxon UK. By the time we start preparing for the next conference, Synaxon UK will be bigger, stronger and even more of a positive influence on the UK channel."

Designed for resellers

Prior to the conference, the channel services group announced it had signed a members' exclusive distributor agreement for Autotask Endpoint Backup (AEB) providing members with a simple and cost-effective way to provide file back-up with unlimited storage to customers and thus safeguard against the threat of ransomware and other malware attacks.

AEB is designed specifically for resellers, and fully integrates with Autotask's professional services automation and remote monitoring and management

software. It includes full provisioning, reporting, and monitoring capabilities, and in doing so, paves the way to generate recurring revenue from sales of managed services. Synaxon has partnered with Autotask to provide all provisioning and delivery of AEB via EGIS, its online information and procurement platform.

AEB gives businesses full control and continuity with very easy management. This makes it easy and cost-effective to deploy and use. As the process is automated, it also provides much better protection than the manual backups. AEB allows the end-client to access and restore their data quickly, with up to six months roll back.



This is the only true safeguard most small firms have against ransomware and other malicious threats.

"As the recent crisis caused by the WannaCry attack illustrated, ransomware is a growing problem for all organisations," said Jones. "Ransomware can't be ignored by any business, no matter how small. It was already a massive problem and recent events have put it well and truly into the spotlight. We were already planning to bring AEB to the UK market and it's now even more pertinent and even more of an opportunity for our members. We now have a superb and very well-established partnership with Autotask, so we know we'll get great, local support. And we believe there is tremendous potential for AEB in the UK market."

Autotask CEO Mark Cattini, said: "We are excited to partner with Synaxon to deliver this critical and timely business continuity solution. Together, we will proactively address the current epidemic of cyber threats, by enabling Synaxon partners to secure their customer's data profitably with Autotask Endpoint Backup."

www.synaxon.co.uk



Award winners

The winners of this year's awards were:

- **Vendor of the Year:** F-Secure
- **Distributor of the Year:** Spire Technology
- **Managed Service Provider of the Year:** Kogo (Sponsored by Autotask)
- **Synaxon Partner of the Year:** Contrac
- **Service Supplier of the Year:** Autotask
- **TrustATec Partner of the Year:** Personal Computer Clinic (Sponsored by F-Secure)
- **Special Recognition Award:** Des Auld, Managing Director of Logiplex Solutions



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View from the channel

Lee Evans, Sales Director, IT@Spectrum



Manufacturing is on the up and we have had lots of enquiries from different sizes of companies

Q: What are your customers most interested in?

A: With the GDPR coming into force in just under 12 months, our customers are now looking at how that will have an impact on how, and what they print – especially when it comes to security and confidential documents being on show.

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

A: Not as many as you would think! Although that is why we are here to

educate our existing and prospective customers.

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

A: Manufacturing is on the up and we have had lots of enquiries from different sizes of companies who are wanting to invest in ways that will make them more productive and increase their bottom line.

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

A: Print management software to complement the MFD is more or less standard now. The main reasons for this is that senior managers are wanting to track and limit what their staff are producing as well as make the printing of documents as safe as possible by activating the 'secure release' function that not only handles this ever-growing problem but can also reduce the amount of waste prints/copies.

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: We have a fantastic relationship with Canon and they have regular sessions and seminars with all of our sales and support

team to ensure that we are kept up to speed on all of the latest developments that are happening within the market place.

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

A: We are predominantly Yorkshire and Lincolnshire based and have competition from not only local dealers, but the manufacturers themselves. It is always competitive but we feel that if we do the job to the best of our abilities – it is hard for the customer to go elsewhere!

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

A: The majority of my week is spent on training and developing all of my team's skills – whether that be the senior account managers or the more 'junior' executive – we feel that this is a major part of our growth and is pivotal to all of our personal development plans.

Q: What would make your job easier?

A: By eliminating laborious tasks internally and concentrating on our customers' needs and requirements which will then bring success to all and make it a win-win!

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The majority of my week is spent on training and developing all of my team's skills



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60 seconds with...

Aidan McDonough, *CEO, Integra Business Solutions*



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

Technology, there isn't one part of our business that isn't affected by technological advances.

Where do you see the next big opportunity?

Although not new, there are still huge opportunities within Education, Technology, Facilities Supplies and PPE/Workwear together with Managed Print Services and general print management.

Medical Supplies is also something we are looking at currently. With a group as large as Integra, there is never one big opportunity but multiple opportunities, which we are continually exploring with existing and new partners.

What would make your day job easier?

More hours in the day, fewer emails and longer weekends!

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

Keep focused, work hard, play hard. The best one thought 'They can kill you but they can't eat you'.

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

You can't live your life with regrets; my focus is on the future and making sure we explore the opportunities open to us as a dealer group and how to turn any negatives and challenging situations into positives.

Describe your most embarrassing moment.

So many over the years, no one thing springs to mind although with hindsight, I've given some rubbish speeches!

What was your first job?

Paper boy and my first serious job was in publishing.

What would be your dream job?

Long haul pilot.

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

Fine dining and good wine.

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

Aston Martin to the Amalfi Coast.

Favourite holiday destination.

Anywhere with the kids and my wife.

How do you like to spend your spare time?

Flying single engine planes – badly.



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