

PRINT **IT** RESELLER

www.printitreseller.uk

ISSUE 45 • 2017



20 year anniversary
of Canon imageFORMULA
Document scanners

Canon

INGRAM MICRO

SUPPORT

How to profit from good customer service

PAGE 16



MFPs

HP invites resellers to change how the world prints

PAGE 22



VENDORS

PITR meets Canon's new Director of B2B Indirect Sales

PAGE 30



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PRINTITRESELLER

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Comment

In this month's View from the Channel (see page 48), Cameron Arnold, Sales Manager of Woodbank Office Solutions, makes the interesting observation that ambitious sales people are being held back by the poor reputation of managed print providers. The sad fact is that however ethical most providers are, it only takes the actions of a few sharks to tarnish the reputation of an entire industry. Which is why the techtick supplier finder and certification scheme (see page 16) might be worth a closer look. This new service provides a simple, affordable way for MPS providers that really do put their customers first to demonstrate the fact, giving reassurance to their clients and making the day job easier for their sales people.



Good customer service is arguably more important than ever at a time when printer suppliers are having to diversify and move into the IT services space. Diversification is one of the key trends reshaping the office print industry, but what are some of the other developments influencing your business? Over the next two or three months Quocirca is undertaking in-depth research into the printer market and how it might change by 2025. As well as interviews with end users and vendors, it is eager to get insight from channel organisations. Find out how you can contribute to the research on page 33.

HP will be hoping that one of the big trends highlighted is a switch from toner to inkjet printing in offices. According to Quocirca analysis (see page 34), this switch is already underway, especially for A4 printing in SMEs. The market launch of HP's new PageWide MFPs (see page 22) should extend this trend to A3 devices in larger enterprises. At this month's HP partner event, it urged resellers to change the way the world prints. Its new devices have the potential to do that, but does HP have the channel in place to maximise the disruptive power of these devices? Time will tell.



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

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KingswoodMedia

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

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BULLETIN

Ingram Micro streamlines quotations for end-to-end HP solutions

Ingram Micro UK & Ireland has launched 'HP as a Service' (HPaaS) in collaboration with HP.

Designed to help resellers promote HP's entire product range, this self-service platform enables resellers to obtain quick, accurate end user quotations for end-to-end solutions combining HP products, Ingram services and competitive leasing rates.

Because the Ingram HPaaS platform is fully integrated into Ingram & leasing providers' ERP systems, with access to accurate pricing and stock levels, there is no need for resellers to contact multiple supplier platforms.

Commenting on the rationale for HPaaS, Gemma Glen, Synergies Lead at Ingram Micro, said: "We are seeing IT purchasing moving towards Cloud, Mobile, Big Data and an 'as a Service' model. The challenge for us is how we help our customers engage with us in this new way of doing business. Our customers need to provide accurate pricing and availability on a number of services, including leasing, in the same online platforms they are using to transact with us today."

The platform makes it quick and easy for resellers to put together a solution combining HP hardware and software, HP/IM services and resellers' own services, wrapped up in a monthly payment plan.

In addition, integration with leasing providers' systems provides instant credit checks and gives resellers confidence that they have the most competitive leasing rate for any solution. Once the HP solution has been configured, an end-user quotation can be downloaded.



Neil Sawyer: a brilliant and simple service

Matt Sanderson, UK&I MD for Ingram Micro, said: "HP as a Service is a game changer for how our customers can do business with Ingram Micro. The solution has been created with our customers in mind, giving them the flexibility to build a solution from different areas of our business. They gain access to our products and services from one central location."

Neil Sawyer, Commercial Channel & Education Director for HP UK & I, added: "This brilliant and simple service enables us to provide our partners and customers with a really innovative approach to purchasing IT. In short, it allows our customers to purchase the latest workspace technology without the need to consider who is going to service, support and manage the device and its important customer data. It is all wrapped up in one offering."

Over the coming months, Ingram Micro plans to run a series of webinars where resellers can learn more about the solution, how to use it and the benefits of leasing for partners and end users.

For more information, contact Gemma Glen via

gemma.glen@ingrammicro.com

Apogee an inspiration

Independent managed services provider Apogee has been recognised as one of Europe's most inspiring companies in the second edition of 1000 Companies To Inspire Europe produced by the London Stock Exchange Group.

Xavier Rolet KBE, CEO of London Stock Exchange Group, said: "This report shines a light on some of Europe's most vibrant companies including Apogee. To be selected businesses had to demonstrate not only positive growth in revenue over the last three years, but also outperform their country peers."

www.apogeeecorp.com



Unique Copiers sponsors MFP

Telford-based Unique Copiers has donated an MFP to Shrewsbury Town Football Club for use in the Club's new training complex.

Opened in June, the facility at Sundorne Castle includes training pitches, offices, a gym, a restaurant, changing rooms and lounge areas for players.

Brian Caldwell, CEO of the club, said: "Unique Copiers do a great job on all our photocopying needs, so we were delighted when they recognised we would need further facilities in the new training area and offered to help by sponsoring a copier."

Unique Copiers owner Adrian Casey said: "When we heard Shrewsbury Town were having offices in the new complex, we were only too happy to provide the copier they need, which we will maintain as part of the wider contract. They are a loyal customer of ours and we are eager to continue this working relationship."

<http://www.uniquecopiers.co.uk/>

Fund-raising drive

Xeretec customers and employees have raised £1,820 at the company's annual charity golf tournament, which this year took place at Sand Martins Golf Club, Wokingham. The sum, which beat last year's figure of £1,500, will be shared between Alexander Devine Children's Hospice Service and Crohns & Colitis UK.



(l-r): James Karsenbarg, Tom Sherwin, Gavin Sopera and Sharron Karsenbarg

Training award for Brother

Brother UK has won a Princess Royal Training Award for the excellence of its employee training and development.

Award judges were impressed by Brother's provision of tailored training to meet the needs of individual employees and by an incentive-based approach that helps to motivate employees and reduce absenteeism.

Louise Marshall, Infrastructure and Shared Services Director at Brother UK, said: "This award win comes not long after the business was honoured with Investors in People (IIP) Platinum status, the most prestigious accolade in people management. Accolades such as these help us to attract, retain and develop the very best talent in the sector."

The Princess Royal Training Awards are delivered by the City & Guilds Group. Brother was one of 40 organisations to be honored this year, out of 116 applicants.

Representatives from Brother UK will collect the award on November 2 at a ceremony at St James's Palace.

www.brother.co.uk


A fairy tale ending

Midshire Midlands employees dressed up as their favourite Disney and fairy tale characters for the company's third annual charity day on Friday, August 11, raising more than £1,100 for the Shropshire-based Severn Hospice.




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www.sharp.co.uk

Revamped website for Midshire

Midshire's new look website has gone live after more than a year of planning and development. Designed with simplicity in mind, this is the seventh iteration of the website since 1999 when the technology reseller first went online.

The website features a clean aesthetic for easy navigation plus additional content, including 'Business View' tours, giving customers virtual entry to Midshire's offices, and an awards cabinet showcasing the company's achievements.

In the last five years, Midshire has seen a 95% increase in website traffic. www.midshire.co.uk



Apogee back in the saddle

As Official Print Partner to Prudential RideLondon 2017, Apogee once again provided a fully managed fleet of print and document technology at multiple locations in London. It also entered a team of staff cyclists in the RideLondon-Surrey 100 sportive to raise money for its chosen charity, Global's Make Some Noise.

Gary Downey, Group Marketing Director, said: "RideLondon has become a hugely popular cycling festival and we are proud to play a crucial role in ensuring the print requirements are met effectively. A big thank you to all the Apogee staff on site during the build-up and event weekend for the work they do to help the event run smoothly."

www.apogeeecorp.com



New partnerships for Office Power

Reading-based Premier Office Suppliers and Kent-based SOS Office have entered into partnership with Office Power to grow their businesses.

Office Power provides a bespoke technology platform, including a dealer portal for business management and a bespoke e-commerce website, backed up by an experienced trading and support team who can help partners run their business and develop new sales and marketing opportunities.

Alex Cobb, who runs SOS Office with his brother Kelvin Cobb, said: "After three decades of running SOS Office very successfully, we're ready for the next chapter in our business and are really excited to see where our partnership with Office Power can take us."

Mike Penson from Premier Office Supplies said: "It may still be very early days but we are already really excited about our partnership with Office Power and are looking forward to our journey together."

www.officepower.net

Blackbox Solutions ISO certified

Blackbox Solutions is celebrating a double success after gaining ISO 9001 certification (for quality management) and ISO 27001 certification (for data security and management).

Managing Director Colin Griffin said: "ISO 27001 is a demanding standard and it's a great achievement for us to reach it. Attaining and following the standard will help keep our information assets secure and reassure our clients that we operate to the highest possible standards and have a management system to secure information provided by them. Achieving ISO 9001 further demonstrates our commitment to excellent customer service and quality standards throughout our operation."

As part of the ISO 27001 certification process, Blackbox has introduced an information security management system (ISMS) and provided training to all staff members.

www.blackbox-solutions.co.uk



Top marks for Wiles Greenworld

Wiles Greenworld, part of Commercial Group, has won top prize in the 'corporate recycler' category at the National Recycling Awards 2017 for a new service that combines the delivery of office supplies with the collection of recyclable office waste.

Judges were impressed with the simplicity of the scheme, under which office supplies delivery vehicles collect recyclable office waste from customers as a backload after delivering supplies. This reduces the number of journeys that need to be made, cutting congestion and pollution.

Because vehicles are already on-site, the cost of collection is marginal, which has allowed Wiles Greenworld to offer the service free of charge.

The National Recycling Awards judging panel stated: "This is innovative but really simple, demonstrating the art of the possible. It is about changing clients' attitudes and providing a shift in culture. Transferable and replicable, this has the potential to reshape how things are done."

Wiles Greenworld was the only office supplies business to reach the finals. Other firms shortlisted in the category included Ikea and Kellogg's.

www.wilesgreenworld.co.uk

Penketh Group expands in Manchester

Penketh Group has increased its footprint in Manchester with the acquisition of Manchester Office Supplies (MOS). The deal, for an undisclosed amount, is an important part of the company's ongoing expansion across the North West.

Managing Director Mark Penketh said: "We are delighted to have acquired Manchester Office Supplies. The company has been serving customers in the region and across the UK since 1918 and has a strong reputation. Our two companies are an ideal fit because of the complementary services we offer, which, when combined, enable us to offer a wider portfolio to our clients."

Following the acquisition, MOS customers will



have access to Penketh Group's complete offering including Furniture & Interiors, AV & Technology and Managed Print Solutions.

www.penkethgroup.com

United Carlton celebrates first 30 years

United Carlton is celebrating its first 30 years in business, during which time it has helped streamline the printing activities of more than 4,000 organisations nationwide.

The Gateshead-based managed print provider has had sustained success in both the private and public sectors, enjoying long-standing agreements with global software leader Sage, a customer since 1999, East Riding of Yorkshire Council, North Lincolnshire Council and North-East Lincolnshire Council.

In March this year, it extended its contract with these councils for a further four years, increasing its tenure to 15 years.

In 2006, United Carlton expanded its reach with the opening of a York branch that now employs more than 30 staff from the local area, followed by the establishment of a Warrington office in 2014.

Managing Director John Watson said: "The success of our company is down to the quality of the people we employ. The fact that we are celebrating our 30th anniversary is a great tribute to them, as well as our loyal clients, without whom the enterprise would not be possible. It's very satisfying to have reached this milestone."

United Carlton is forecast to achieve a turnover of £17 million in 2017.

www.united-carlton.co.uk



(l-r) Warren Colby, Michael Nelson, John Ellis, Mark Bryce, John Watson and Paul Dawson

Fife College wins schools coding competition

A group of second-year students from Fife College have won the first ever KYOCodes schools coding competition. KYOCERA received entries from 22 schools and colleges across the UK

Launched at the Bett Show in January, entrants were tasked with designing a brand new app, powered by HyPAS. The winning app needed to meet a real business challenge.

The app developed by Keir Nellyer, Liam Dales and Jack Vincent combines scanning with social media and was awarded a score of 129 out of 150 by the judges, who agreed unanimously that theirs was the most impressive entry.

Prizes for the winning team, worth around £4,000, include an ECOSYS 2640idw multifunctional printer, MakerBot Replicator Mini+ 3D printer and accreditation as an approved KYOCERA app developer.

www.kyoceradocumentsolutions.co.uk

On the shortlist

Trade Copiers has been shortlisted in the Best Exporter category in the in-Cumbria Business Awards 2017.

The award is for companies that have developed new markets outside Cumbria and can demonstrate significant export sales; success in accessing markets outside the county and/or overseas; trade growth through exports; and the ability to sustain that growth.

The awards ceremony takes place on November 9 at The Halston, Carlisle and will be hosted by Amol Rajan, BBC media editor and former editor of *The Independent*.

www.tradecopiers.co.uk



DMC Canotec recognised by Canon

Canon has recognised DMC Canotec as a Canon European Premier Partner, alongside its status as an Advanced Solution Partner, a Production Print Partner and a Managed Print Services partner.

Canon introduced these accreditations to identify and develop its partners and demonstrate their increasingly high standards of managed print service delivery, technology and customer care.

DMC Canotec has achieved Canon's highest levels of accreditation for more than two decades and was one of the OEM's first UK partners to achieve European MPS Accreditation.

www.dmcplc.co.uk

DSales backs the Terriers

DSales has been named Official Imaging Partner of newly promoted Huddersfield Town, continuing the relationship the two organisations forged in the Championship into the Premier League.

Managing Director Jonathan Whitworth said: "Following the 'Terriers' sensational promotion battle culminating in winning the play-off at Wembley, we are delighted to continue as Official Imaging Partner for the Club. Perseverance and a drive to succeed are synonymous with DSales and the Terriers, making this a perfect partnership."

www.dsales.co.uk



Jonathan Whitworth with Sean Jarvis, Commercial Director of Huddersfield Town, and the Championship Play-Off Trophy

Spicers relaunches Brilliant Partners

Wholesaler Spicers has confirmed the relaunch of its Brilliant Partners programme, following the successful delivery of its Alliance programme, a complete outsourced solution for ambitious dealers.

Designed to facilitate business growth for forward-thinking dealers, the new Brilliant Partners initiative will be launched at a series of events for dealers in September.

Spicers Sales & Marketing Director Richard Ford said: "We have looked long and hard at our Brilliant Partner proposition and aligned it to meet the needs of dealers in an ever changing market. We recognise that the fully outsourced Alliance programme isn't right for everyone. The Brilliant Partner programme is focused on driving sales through new product and service opportunities, with outstanding marketing to support this."

To help dealers grow their business, Spicers is making additional investment in its marketing team, including the appointment of new marketing account managers to help suppliers and dealers directly influence end-user purchasing decisions.

The wholesaler recently won the Advantia contract, a win that follows more than 12 months of dialogue between the two companies' executive teams. During this time, Spicers invested heavily in its operational capacity, building a highly efficient structure geared to providing industry leading levels of service. www.spicers.co.uk

Synaxon revamps e-commerce webstore

Synaxon UK is launching a revamped version of its ecommerce webstore, EGIS Ecom, and offering free one-month trials to members.

The new webstore provides direct links into Synaxon's EGIS channel stock, pricing and procurement system and can be set up in hours with no technical knowledge required. Members can choose which distributors they take data feeds from and apply their own logo and tailored mark-ups.

With a direct connection between EGIS Ecom (formerly Click2IT) and EGIS, orders placed on the webstore will now automatically be fed into the procurement platform, streamlining the ordering process and saving time.

Members can still use EGIS to search for the best price and select which distributor to order from, while benefiting from their own terms and conditions and those negotiated for them by Synaxon

A useful new 'best sellers' feature automatically shows the most popular alternative products to the one being searched for. This information is provided automatically every time a reseller searches. It

draws data from all 32 distributor feeds to give EGIS users the most up-to-the-minute stock, availability and pricing information. EGIS can also now provide an estimated delivery time from distributors.

Synaxon members are also being invited to take up the offer of a free trial of Autotask Endpoint Backup (AEB), a cloud-based, real-time backup and restore solution, for themselves and their customers. For a limited period, the solution is being offered at the special price of £7.80 per month, per endpoint, with unlimited storage.

Derek Jones, Managing Director of Synaxon UK, said: "AEB is the perfect service for both end-users and the reseller. It takes care of backups without you having to worry. We can provision it in minutes on our portal and it's a very easy sell and a good cash-generator for the reseller. With the free trial and the special low price, our offer on AEB is something you can't afford to ignore."

www.synaxon.co.uk



Derek Jones

ABS welcomes Samsung tech gurus

This summer, two technical specialists from Samsung's South Korea HQ visited print management company ABS UK's West Yorkshire offices as part of the MPS provider's upskilling programme.

The Samsung Tech Gurus provided eight members of the ABS UK technical, networking and installations team with an insight into software solutions and features unique to Samsung devices, including service and support apps.

ABS UK's Summer Upskilling Programme also included training from Develop and Ricoh. In total, the programme delivered more than 20 hours of formalised training sessions, as well as 40 hours of e-learning. www.abs-print.co.uk



Secure your MFP with DSales (UK)

DSales (UK) Ltd has introduced a new service to help customers protect Develop ineo MFPs against data theft.

With the ineo SECURE UK service, a trained service technician will configure the security settings of a customer's ineo A3 or A4 MFP based on each customer's particular requirements.

Security features offered by ineo SECURE UK include HDD lock to prevent unauthorised access; an HDD encryption key so data can be stored in a password-protected partition on the MFP hard drive; HDD overwrite to obliterate temporary data as soon as a print job is completed; and configuration of the HDD automatically to delete a job in specified user-boxes, system boxes and folders. www.dsales.co.uk

Scan and secure

To help counter the lack of preparedness for GDPR amongst UK organisations (see Pitr Issue 44, page 15), KYOCERA Document Solutions has launched KYOCERA SecureAudit.

Developed in the UK by KYOCERA's product development team, SecureAudit provides a simple way to scan KYOCERA MFPs for security vulnerabilities, such as default admin passwords and open ports.

Eddie Ginja, Head of Innovation at KYOCERA, said: "Just like other IoT devices, our printers are now connected to the Internet as well as corporate networks, creating a massively expanded threat surface. Without adequate protection, cyber-attacks can easily gain access to unencrypted and other (personal) data available across entire IT networks."

Recent research by Quocirca estimates that of the millions of business printers in the world, only 2% are secure, with as many as 63% of businesses surveyed experiencing one or more print-related data breaches.

KYOCERA SecureAudit will be offered within KYOCERA's suite of application software, powered by HyPAS.

Other KYOCERA security solutions include biometric identification; user authentication, such as Net Manager, which only releases print jobs once a user has identified themselves at an MFP; data encryption; data overwriting processes; and automatic deletion processes.

www.kyoceradocumentsolutions.co.uk/

ThinPrint launches server-less print management solution

ThinPrint has launched a new server-less print management solution that migrates print management to the cloud, while enabling secure printing from Macs and PCs to take place locally.

ThinPrint says that by eliminating the need to implement and manage on-site infrastructure, ezeep Dash delivers significant resource savings for companies of all sizes.

Thorsten Hesse, Chief Product Officer at ThinPrint, likens ezeep Dash to Gmail or Salesforce. "As Gmail makes the mail server unnecessary, and Salesforce makes the CRM Server obsolete, so ezeep Dash means print servers are no longer required," he said.

Administrators can use the cloud portal to define printers and assign employees or groups. Everything else, including the installation of drivers, adjustments for changes to IP addresses and driver updates, are automatically taken care of by ezeep



Dash and its agents on users' machines.

Each user can manage the printers assigned to them via the Self Service Portal. While printer allocation takes place in the cloud, the entire printing process continues to be available locally on the user's device, even if the computer is offline.

When it becomes available in the fourth quarter, ezeep Dash will cost €0.57 per user, per month. www.ezeep.com/dash

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Nuance Number One

IDC's new report *Worldwide and U.S. Device and Print Management Market Shares, 2016: Navigating an Evolving Market* identifies Nuance Communications as market leader for the third year in a row.

Nuance's portfolio of print management solutions, which includes Equitrac, Output Manager and Safecom, addresses device security and authentication; hardware fleet optimisation; consumables cost reduction; and network infrastructure.

Allison Correia, IDC Senior Research Analyst, Imaging, Printing and Document Solutions, said: "Nuance Communications continues to be the leader in the device and print management market with a portfolio that serves the SMB customer up to enterprise. Nuance's multi-platform coverage is attractive for end users and OEM resellers alike because often midsize and enterprise businesses have mixed fleets and need scalability and high availability."

She added: "Nuance is benefiting from new vendor reseller relationships with Brother, OKI Data and Epson. With the opportunity of managed print services (MPS) growing in the SMB market, Nuance is also putting efforts together to package more solutions to target SMBs, enabling an easier selling motion for channel partners." www.nuance.co.uk

Toshiba TEC recognised for investment in sales

Toshiba TEC has received an Investor in Sales Award from the Association of Professional Sales (APS) after its entire direct sales team passed a written exam and achieved APS Professional Registration.

Formed in 2012 and incorporated as a not-for-profit entity in 2014, the APS aims to represent sales as a profession to governments, buyers and customers. By 2020, it hopes to have set up a global Chartered Institute of Sales with the same standing as other professional organisations.

Ben Gaston, Sales Director at Toshiba TEC, said: "Those who join the APS commit to join a community that advances and promotes excellence in the sales profession by displaying integrity, credibility and a genuine interest in helping customers obtain the right solutions for their business problems. While any sales professional can join the APS, I wanted our direct sales team to be able to differentiate themselves from our competition by undergoing Professional Registration. This shows, through external independent verification, that we put trust, decency and ethics at the centre of our sales based activities."

www.toshibatec.co.uk



Members of APS join representatives from Toshiba TEC's Direct sales team at the presentation of Toshiba TEC's Investor in Sales Award.



Intelligent dashboard for MPS providers

PAe Business has introduced a new Business Intelligence dashboard that displays disparate data from a range of management information systems, highlighting relevant KPIs and making it easier for managed service providers to make better informed and faster decisions.

Data from a range of management information systems are fed automatically into the PAe Business Intelligence Dashboard, including Print Audit solutions and third party applications.

The Business Intelligence Dashboard is accessed via a responsive, web-based portal, enabling users to view data and generate reports any time and anywhere and on any internet-enabled device.

All dashboard components are available 'out of the box' and optimised to show the most useful information. Intelligent graphs and charts enable users to 'drill-down' into the information and refine search criteria.

Phil Madders, Managing Director of Print Audit Europe, said: "PAe BI is a powerful addition to our customers' capability and provides them with a significant competitive advantage. The sheer volume of data that our customers have to analyse just to run their business effectively, and the growing appetite for data to fulfil tender requirements meant we had to develop a solution that provided a dashboard capable of displaying data from our own solutions portfolio and key metrics from third party solutions, such as Service Management Systems. PAe BI achieves this. We take data from a wide variety of sources within an organisation and display the required Key Performance Indicators."

To find out more about PAe BI, contact Print Audit on 01483 726206 or by email at sales@printaudit europe.com. www.paebusiness.com



Entry-level digital duplicator

Duplo International has added a high speed, compact, entry-level duprinter to its portfolio. The DP-A100 II produces 300 x 360 dpi prints at speeds of up to 130 prints per minute and has a feeding /stacking capacity of 500 sheets. It can be used with a variety of coloured inks for spot colour, including custom colours through Duplo's Pantone-matching service.

www.duplointernational.com

Xerox top again

Xerox has topped the Quocirca MPS Market Landscape report for the eighth year, winning plaudits for the 'breadth and depth' of its capabilities and its record of innovation. Quocirca Associate Director Louella Fernandes said: "Xerox has been a clear leader in the MPS market for years. Xerox's innovations in security, analytics and other capabilities continue to enhance its MPS portfolio. The ConnectKey platform holds great promise as a key enabler of workflow automation for both SMBs and large enterprises." www.xerox.com

Genmed sponsors triathlete across GB

Genmed, a vendor-neutral managed services provider specialising in the health sector, sponsored GB triathlete Ann-Marie McGilvray in her recent attempt to cycle 969 miles from Land's End to John o' Groats in just nine days.

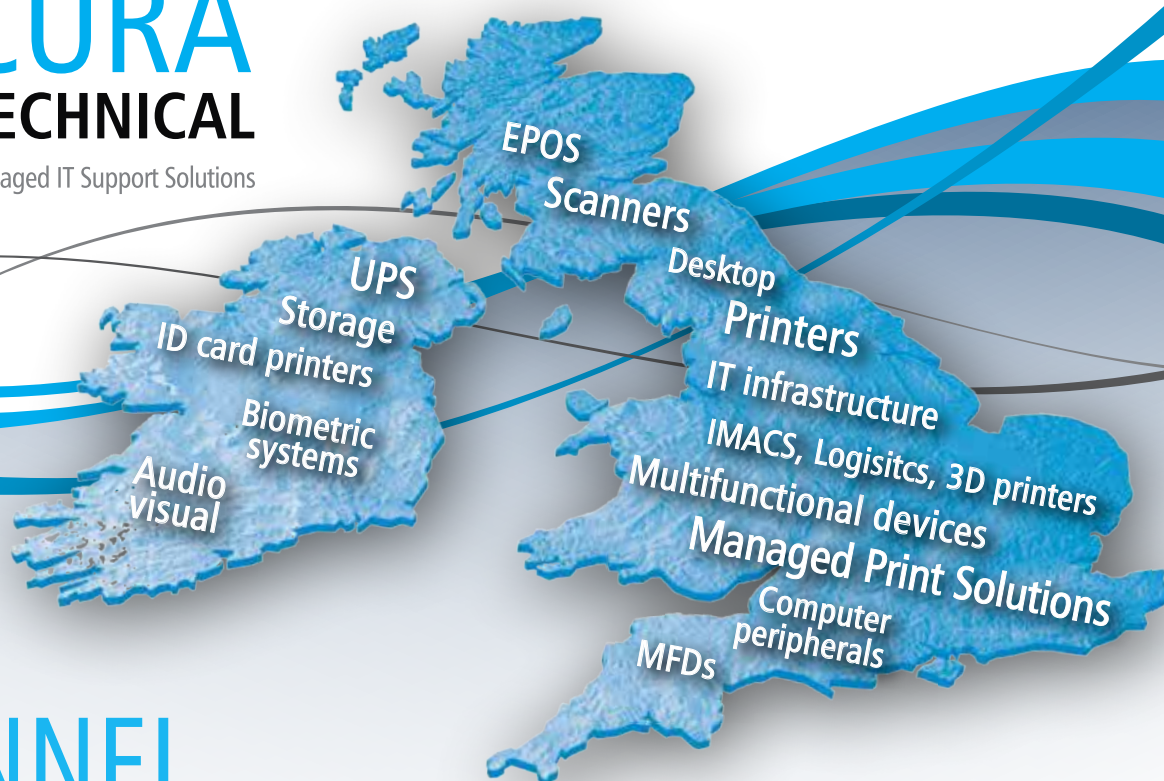
The Rochdale Triathlon Club member undertook the ride to raise over £2,000 for the Supercharge charity, which helps GB Paralympic Athletes achieve their potential.

The challenge started on September 9 and finished on September 17, with riders cycling 108 miles a day and staying overnight in Oakhampton, Bath, Ludlow, Haydock, Penrith, Hamilton, Fort William, Kyle and John o' Groats.

McGilvray also received sponsorship from The Ride Stuff, a cycle shop in Littleborough, which has serviced and looked after her bikes.

Readers can make donations through Ann-Marie's Just Giving page: <http://uk.virginmoneygiving.com/AnnMarieMcGilvray> www.genmed.eu





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Innovation maintains photobook unit sale levels

Sales of consumer photobooks in Western Europe are on course to rise slightly to 25.6 million units this year, up from 25 million units in 2016, according to the latest Futuresource Western European Photobook Market Report.

Futuresource attributes the rise to a combination of higher quality products, direct online sales and innovation from new market players, including Google which recently entered the U.S. market.

Jeremy Wills, Senior Market Analyst of Print & Imaging at Futuresource Consulting, points out that smartphones are starting to have an influence, due to the improving resolution of smartphone cameras, which can now provide images of high enough quality for photobooks, and to the emergence of additional ordering options.

"Although there is no substantial influence of smartphone-placed orders yet, new, easy to use apps are being developed and are expected to play a significant role in the future. This is partly due to new developments in Artificial Intelligence, facial recognition and curation, which allow resellers to offer ready-to-print photobooks, tailored to the consumer," he said.

Futuresource's analysis shows that online orders continue to dominate the market, accounting for close to 95% of all photobook sales. More than 70% of orders last year were web-to-home and 22% web-to-retail.



In response to continued demand for personalised photo products, including photobooks and brochures, Antalis has brought out a new range of FSC-certified papers offering vivid, high definition print quality. The E Photo range has four finishes: lustre, for the look and feel of traditional photographic paper; metallic, for an added 'wow' factor; matt, for a tactile sensation; and a unique pyramid texture. E Photo was designed for HP Indigo and Xeikon printing systems, but is also compatible with dry toner and laser technologies.

White dry ink opens up new possibilities for Xerox customers

Xerox has introduced a White Dry Ink for the Xerox iGen 5 press's fifth print station. The new ink will enable print providers to add special textures and finishes to printed work, such as a snowflake with textured details, a book cover with a white horse on a dark stock or a clear vinyl window film with white text.

Jim Hamilton, Group Director of Keypoint Intelligence InfoTrends, said: "This announcement opens up a whole new range of applications. Designers will love the ability to use white on coloured and transparent substrates to create promotional items like brochures, business cards, greeting cards and invitations, point-of-purchase signage, direct mail postcards and letters, and book covers. The opportunities also extend to



packaging applications like folding cartons."

www.xerox.com

Faster and more efficient

Konica Minolta has introduced a series of 'simply efficient' colour production printers for print rooms that are new to digital printing and looking to expand their service, as well as more experienced print providers with large, repeat print volumes.

The AccurioPress C6100 Series includes the 85 ppm C6085 and the 100 ppm C6100 and features highly automated features, such as automatic colour adjustment, skill-less operation, constant control of gradation and front-to-back registration.

Karl-Friedrich Edenhuizen, Product Manager, Production Printing Group, said: "Graphic communication providers, CRDs and Print for Pay operations will all benefit from these simply efficient presses. The Integrated Color Care Unit overcomes some of the biggest pain points in digital print production, such as time-consuming front to back registration, extensive colour set-up and complex paper set-up operations."

■ Konica Minolta's AccurioPress C2070 series has been awarded a FograCert Validation Printing System (VPS) certificate for use with optional EFI Fiery, CREO or Konica Minolta controllers. Fogra used the AccurioPress C2070P in a number of configurations to test its PDF/X conformance, proofing substrate colour, gloss and fluorescence, colour accuracy, uniformity, permanence and light fastness. Prints were tested for fading, long and short-term repeatability and rub resistance.

www.konicaminolta.eu

www.konicaminolta-images.eu



If the boot fits

This larger than life, 2 metre sports shoe was 3D printed by Dekom 3D Plus, based in Switzerland. Produced as a concept piece to demonstrate how 3D printing enables sports brands to add impact to their marketing campaigns, the shoe was printed in two pieces on a Massivit 1800 3D Printer in just under 24 hours. Once printed, the sports shoe was filled with expandable foam and enhanced with a combination of self-adhesive vinyl, textiles and paint.

EFI and PrintReleaf promote reforestation to customers

PrintReleaf and Electronics For Imaging, Inc. (EFI) have joined forces to provide the PrintReleaf reforestation service directly to commercial printers so that they can offer it to customers as a means of offsetting the environmental impact of print jobs.

PrintReleaf CEO and Founder Jordan Darragh said: "PrintReleaf automatically measures paper consumption and plants a number of trees

equivalent to paper used in the customers' desktop printer and copier fleets. Our collaboration with EFI, together with the popularity and market presence of EFI software, means that commercial printers around the world can offer their print customers an equivalent service, thus bringing verified reforestation to many more print customers."

www.printreleaf.com

Sharp appoints new CEO Europe

Yoshihisa (Bob) Ishida, Executive Vice President, Sharp Corporation, has been appointed Chief Executive Office (CEO) of Sharp Europe. He takes over from Tetsuji (Ted) Kawamura, who will be moving to a new role at Sharp Electronics Corporation (USA).

Ishida, who joined the company as Executive Vice President in June 2017, will concurrently hold the position of Head of the AIoT Business Strategy Office, newly set up to develop applications of AIoT

in electronic products for the home and office. AIoT is a fusion of AI (Artificial Intelligence) and IoT (Internet of Things).

Other changes to the management team include the promotion of Jun (Jeff) Ashida to the position of President, Sharp Electronics Europe, reporting to Mr Ishida; and the promotion of Alex Hermann from Vice President to President of Sharp Information Systems Europe, reporting to Jun Ashida.

www.sharp.eu

OKI strengthens sales team

OKI UK & Ireland has strengthened its UK senior sales team with three new appointments, all of whom come from a business supplies background.

Dave Weston, the new Head of Channel, was previously at Samsung for seven years, latterly as Regional Channel Sales Manager.

Stephen Curtis, now OKI UK Head of Key Accounts, joins from Danwood where he was Corporate Sales Director. Before this, he was a director at Computerworld and Head of Business Development at Commercial Ltd.

The third new hire, Charlie Salter, now Senior Sales Manager for VARs and Major Accounts, brings an impressive record of achievement in sales management within the FMCG and B2B sectors. He spent four years in different roles at Brother, most recently managing volume accounts.

www.oki.com/uk/printing

Blackbox Solutions takes on GDPR specialist

Blackbox Solutions has expanded its team with the appointment of data security expert Stephen Nolan as Compliance Officer, with responsibility for reviewing company procedures to ensure compliance with new GDPR rules. Nolan's appointment will also enable Blackbox Solutions to offer GDPR guidance services to new and existing clients.

www.blackbox-solutions.co.uk



Edward Rozario

New recruit for RISO

RISO is strengthening its marketing to the UK private sector, with the recruitment of a new corporate development manager with responsibility for growing the firm's blue-chip client base. Edward Rozario joins the Elstree, Hertfordshire-based company from The Regus Group, where he was an area manager. Before that, he worked in the communications sector with TNT and Whistl.

www.riso.co.uk



Stephen Nolan



Steve Hibbert

Hibbert joins ASL Group

ASL Group has appointed business strategist and entrepreneur Steve Hibbert to the board with immediate effect. Hibbert has taken up the role of Non-Executive Director, and his brief will be to contribute to the strategic development of the business.

Kicking off his career as a Sales Director in the 1980s, Hibbert built two multi-million-pound reseller businesses in the copier/print market, selling them to Danka and Toshiba respectively. Recently, following board roles at Toshiba, Danwood and Apogee, Hibbert has been concentrating on his own business interests in the IT, motoring & financial sectors.

Mark Garius, Managing Director of ASL Group, said: "When we found out that someone with Steve's quality and experience was available, the decision to bring him in was easy. The growth plan that we're currently working on is ambitious, and we need the best people working on it to make it a success. Steve fits that mould perfectly, and we're looking forward to seeing how he can help us grow in the coming months and years."

www.asl-group.co.uk

New Commercial Director for Bluefish

Nigel Edwards, formerly Managing Director of the London Graphics Group, has joined Bluefish as Group Commercial Director. Reporting to Bluefish Managing Director Mark Heath, Edwards will take a lead role in sales, marketing strategy and development across all group businesses, including STP Office Supplies and B-Line Business Supplies.

Group Managing Director Mark Heath said: "Nigel brings great value and know-how to Bluefish, allowing us to develop our existing businesses further and provide exciting opportunities to push our acquisition plans further in a challenging market."

Commenting on the appointment, Edwards

said: "I look forward to expanding the Bluefish business and building on the strong growth that it has enjoyed over a number of years. The brand has an excellent reputation in the marketplace and I am confident of a positive and strong future for the business."

www.bluefishoffice.co.uk



Jolly leaves Duplo after 14 years

Duplo International, the market leader with the widest range of print finishing systems in the print industry, has appointed Andy Benson as its new UK managing director. He succeeds Peter Jolly who, after 14 years as Duplo MD, is joining HP as the country manager for HP Indigo UK and Ireland.

Jolly said: "I owe so much to Duplo; they have given me the greatest opportunity to develop as a business leader and as an individual. Leaving is not a decision I've taken lightly."

Benson has more than 25 years' experience in business, with technology giant Sony and his own management consultancy company.

Robin Greenhalgh, Chairman of Duplo International, said: "Andy has a wealth of



Andy Benson

experience and will bring a fresh approach and a raft of new ideas to help take Duplo UK forward and continue to grow sales. We're indebted to Peter Jolly for his drive and enthusiasm and wish him well for the future in his new role."

Andy is married with two teenage children and lives in Guildford, Surrey. A sports fanatic, he is a keen golfer and skier. Technology and music are among his other interests.

www.duplointernational.com

BNP Paribas names new Head of Technology

BNP Paribas Leasing Solutions UK has named Mike Quinn as the new Head of Technology Solutions, taking over from Russ Pettifer.

Quinn, who previously held the position of Head of Risk at BNP Paribas Leasing Solutions UK, has more than 25 years' experience in finance, encompassing risk, sales, operations and IT project work.

He will oversee a 115-strong team providing dedicated finance solutions for the office equipment, telecoms, IT and healthcare markets.

www.leaseingsolutions.bnpparibas.co.uk



Ian Aitken

Exertis announces promotions

Ian Aitken has been promoted to Exertis Medium AV Director with responsibility for sales and commercial operations, following the departure of Ian Sempers, the Founder, Owner and CEO of Medium (UK) Ltd, which was acquired by Exertis last year. Aitken will report to Exertis IT Sales and Commercial Director Phil Brown.

At the same time, Mike Harris has been promoted to Retail Sales Director, IT and Mobile, reporting to Mike Buley, Exertis Consumer Sales Director. The appointment continues the expansion of the recently created Consumer Business Unit (CBU).

www.exertis.co.uk



Mike Harris

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Best for service

New supplier finder and certification scheme rewards MPS providers that really do put their customers first

Eight out of 10 consumers are willing to pay more for a better customer experience (see overleaf), but with everyone claiming to be the best for customer service, how are end users meant to find suppliers that pay it more than just lip service, and how can providers who really do go the extra mile prove it?

Could techtick be the answer? Like a Checktrade for the IT industry, the new supplier finder and certification scheme provides independent validation of a reseller's capabilities and the quality of the customer experience, giving print buyers an easy way to find a supplier in their area with relevant expertise and a history of customer satisfaction.

Techtick co-founder Mark Ogden says that there is a clear need for such a scheme, particularly amongst SMEs and in vertical markets, such as schools and legal firms.

"These organisations don't have professional buyers and they don't employ large IT departments that have that skill set. Yet there is relatively little independent, credible resource to help them locate the best providers of certain technology specialisms with experience in relevant market sectors. If you are a lawyer – a High Street or a regional firm with 20 or 30 lawyers – you are going to be much more comfortable buying from someone who is supplying into the legal market already and has successful relationships with law firms like you.

"In the consumer market, there are lots of review and information sites like Trustpilot, Feefo, TripAdvisor and Reevoo that allow people to make more informed choices. But on the B2B side, in print, IT, telecommunications, services and support, there isn't really that independent advice and filter, that ability to find reputable, credible providers in your sector who have the experience that you require," he said.

Ogden claims that unlike previous B2B certification schemes or live review sites, techtick is based on detailed market research into 'outcomes and results' – Ogden himself is Market Research Society-qualified.

As part of the supplier approval

process, techtick will survey customers to assess the quality of the client experience across pre-sales, project implementation and post-sales support. For certification in one vertical (e.g. education) and one specialism (e.g. managed print services), a supplier must have a minimum of five satisfied customers in that sector. For each additional sector (e.g. legal) or specialism (e.g. telecommunications), the supplier must have three clients able to provide techtick with positive feedback.

Other requirements

In addition to customer audits, techtick has various other requirements.

"We have a code of ethics that suppliers have to sign up to; they must have a defined complaints procedure, with a nominated person; they need to have traded for more than a year; we will do a director and company check; we will make sure they have business insurance; and they must have a data protection policy and a privacy policy. That's the minimum requirement. We will also take into account external qualifications that they may hold, such as manufacturer accreditations, ISO 9001 and the like," explained Ogden.

Each certified supplier will have its own profile page on the techtick website, showing what sectors/technologies they have been approved for, along with feedback from satisfied customers.



Mark Ogden

Mark Ogden says that there is a clear need for such a scheme, particularly amongst SMEs and in vertical markets



Certification lasts for a year and is renewable without further audits. To maintain members' high standards, the techtick website enables end users to submit feedback on their performance. Should a pattern of customer dissatisfaction emerge, a supplier's certification will be reviewed.

Clear benefits

Techtick is clearly very useful for end users as a means of finding customer-centric suppliers in their area. There are also big benefits for MPS providers and printer resellers, including:

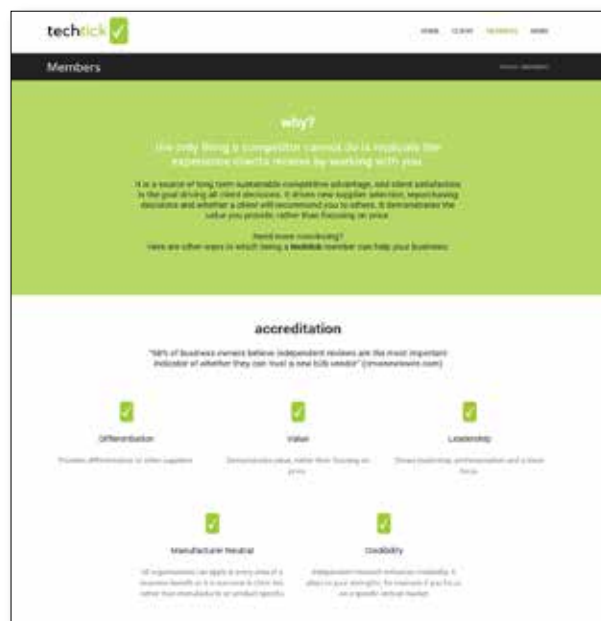
- 1 **Lead generation** – techtick can be used to make a request for information or quote through the system;
- 2 **Differentiation through customer satisfaction** – techtick gives suppliers a way of demonstrating their technical expertise, their industry/sector experience and their commitment to customer service;
- 3 **Third party, audited research** – independent techtick client survey feedback conducted as part of the approval process can be used by suppliers for marketing purposes;
- 4 **Recognition as a reputable supplier** – certified suppliers can use the techtick logo on marketing material, websites, vehicles etc..

Open to all

Ogden says that techtick pricing has been set at a level to attract suppliers of all sizes.

"It is a relatively affordable process, because there are a lot of smaller organisations doing really good things, good relationship-based local support for their clients, and we want them to be able to get involved as much as anyone else," he said.

The annual fee, which includes membership approval for one market sector and one technology area (e.g. SMEs for MPS) and end user referrals and sales leads, costs £650 (or £65 per month) for organisations with 10 or fewer employees, and £995 (or £95 per month)



Continued...



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...continued

for organisations with more than 10 employees. Certification for each additional category or sector costs £250.

A corporate rate of £2,995 covers membership in multiple technologies and sectors.

Building awareness

The success of techtick will depend on its ability to attract a sufficient number of end users to the website. To this end, it will also provide independent content with advice on business technology and the procurement process and a no-frills directory of non-approved suppliers, so that in areas where there is not yet an approved reseller, users can still find useful information. In addition, Ogden plans to run a rolling PR and social media programme to raise awareness in specific market sectors.



"Our aim is to try and become known in certain areas. For example, if you are an education client we would provide independent content and run groups on LinkedIn and through social media, so you could talk to buyers in other schools. Not everything has to be moderated by us," he said.

"On the PR side, the aim is to focus activity on certain verticals. Every two or three months we will choose a different vertical sector to focus on depending on what activities are going on in the market place. For example, in the run-up to the BETT show, we would focus on the

education sector and produce relevant content for buyers in schools."

Amid mounting evidence of a disconnect between the quality of the customer service organisations think they provide and what their customers actually experience (see below), there is a clear need for a certification scheme based on independent client feedback. By providing buyers with a quick and easy way to find reputable suppliers with relevant experience and satisfied customers, techtick removes much of the fear, uncertainty and doubt from the supplier selection process. For suppliers themselves, it provides independent validation of their commitment to customer service and a way to differentiate themselves from competitors who make claims they can't back up.

www.techtick.org

Reality check

New report highlights gap between business perceptions and the customer experience

A new report from Capgemini's Digital Transformation Institute highlights a positive correlation between investment in digital customer experience initiatives and the satisfaction of customers and their willingness to spend more.

Based on an international survey of more than 3,300 consumers and 450 company executives, *The Disconnected Customer: What digital customer experience leaders teach us about reconnecting with customers* highlights a gap between how businesses and consumers perceive the quality of their customer experience.

For example, while 74% of businesses describe themselves as customer-centric, only 30% of consumers agree with this perception.

The gap between business and consumer perceptions is narrowest for internet-based services, with just 12 points between the percentage of companies who believe themselves to be customer-centric and the percentage of companies whose consumers believe they are customer-centric (68% vs 56%).

This compares to a 71-point gap for utilities (78% vs 7%) and a 47-point gap for retail (79% vs 32%).

The report shows that many businesses are also over-optimistic about customers' willingness to recommend their products

The gap between business and consumer perceptions is narrowest for internet-based services

or services, measured by the Net Promoter Score (NPS). While 90% of businesses believe their NPS has increased by five points in the last three years, only 54% of consumers agree.

Businesses that invest in technology to narrow the gap between their own and their customers' perceptions can look forward to increased loyalty and business, with 81% of consumers surveyed saying they would increase spend in return for a better experience. Almost one in 10 (9%) say they would increase their spend by more than half.

The digital experience

Capgemini argues that investment to improve the digital experience should be a key area of focus. Its Digital Customer Experience (DCX) Index, which rates business performance across 80 digital experience attributes, shows that the higher the DCX Index score, the greater the willingness of consumers to spend money

with and recommend a business.

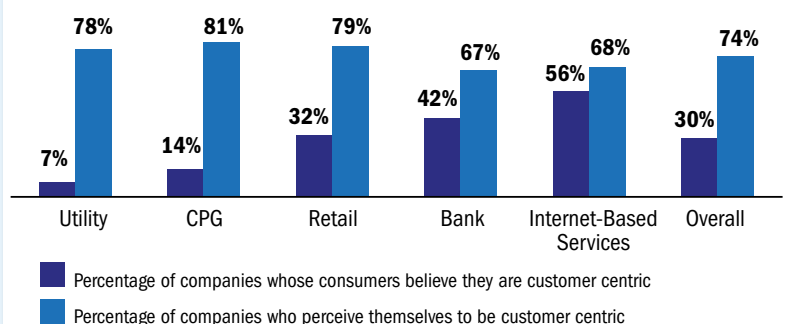
Analysis shows that for each single point increase in the DCX Index score, consumers would be willing to spend 0.6% more with an organisation and the NPS would go up by nearly five points.

Companies that closely link their business operations with the customer experience enjoy a 14-point NPS advantage over those in which business operations are not connected to the customer experience.

Currently, just 19% of organisations are meeting consumers' digital experience expectations. Those that aren't face a number of challenges including the rapidly evolving technology landscape (56%); rising consumer expectations (57%); the difficulty of integrating disparate platforms (38%); poor user interfaces (32%); and a lack of dedicated customer experience budgets (41%) and internal ownership of the digital customer experience (35%).

www.capgemini.com

Consumer and company perception of customer centricity – by Industry





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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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Changing how the world prints

HP PageWide A3 devices launched with added security features and, from next year, enhanced monitoring and support

At the HP Reinvent World Partner Forum 2017, which took place earlier this month in Chicago, HP invited print partners to 'Reinvent How the World Prints'.

To help them do this, it announced both a number of new services to enhance printer security, mobility, servicing and support and the long awaited availability of the first A3 devices to feature HP PageWide inkjet technology, originally flagged up in September 2016.

In total, HP is bringing out seven A3 colour devices based on PageWide technology, an economical, energy-efficient, low maintenance alternative to toner for the production of professional-quality colour documents.

The printers and MFPs are available now, in different versions for transactional (Pro) and MPS (Enterprise) channels and in a variety of configurations.

Enterprise models are faster and benefit from additional security features, including HP Connection Inspector, which will form part of a FutureSmart firmware update due to be released later this year. From Spring 2018, they will also offer improved device monitoring and support through Smart Device Services 2.0 (see below).

New Enterprise devices include: one printer, the HP PageWide Enterprise Color 765dn (75ppm in General Office mode); and two MFPs, the HP PageWide Enterprise Color MFP 780dn (65ppm in General Office mode, 4.3in colour touchscreen and

1,200 sheet input, expandable to 4,000 sheets) and the HP PageWide Enterprise Color Flow MFP 785f (75ppm in General Office mode, 8in colour touchscreen, 4,000 sheet input, four-corner stapling and offset stacking, and HP Scan and I.R.I.S. Readiris Pro OCR software for capturing and editing text from scanned documents).

Transactional Pro models include: two printers, the HP PageWide Pro 750dn (55ppm) and 750dw (55ppm, wireless); and two MFPs, the HP PageWide Pro MFP 772dw (55ppm in General Office mode, 4.3in colour touchscreen and 1,200 sheet input, expandable to 4,000 sheets) and the HP PageWide Pro MFP 777z (65ppm in General Office mode, 8in colour touchscreen, 4,000 sheet input and four-corner stapling and offset stacking).

The availability of PageWide technology in A3 devices is a significant development for HP, which since September 2016 has been building a partner network to take them to market, in addition to HP direct sales. The benefits of PageWide technology, combined with HP's existing and newly announced security, mobility and device management capabilities, really do give resellers the chance to 'reinvent how the world prints'.

HP also announced a number of other hardware devices including workflow scanners, the Digital Sender Flow (A4) and the ScanJet Enterprise Flow (A3), and colour laser printers/MFPs for consumers and micro-businesses, the HP Color LaserJet Pro MFP M180/181 series and HP Color LaserJet Pro MFP M280/281 series printers with JetIntelligence cartridges and easy mobile printing via HP Smart App.

Security & Support

PageWide technology is not the only way HP is differentiating itself in a crowded market. It has also made printer security a key selling point, with features like HP Sure Start, Run-time intrusion detection and whitelisting embedded in its print devices.

This autumn, it is enhancing printer security further, with the launch of HP Connection Inspector. Created by HP Labs, this intelligent embedded security feature inspects outbound network connections (typically abused by malware), determines



what is normal and then stops suspicious activity. If a printer is compromised, HP Connection Inspector will automatically trigger a reboot to initiate HP Sure Start self-healing procedures, all without IT intervention.

Spring launches

Most of the other solutions and services announced at the HP Partner event are scheduled to be launched next year, including new solutions for mobility, digitisation and servicing.

HP is addressing the growing requirement for enterprise mobility and collaboration with a new cloud printing solution due to be launched in Spring 2018. Replacing traditional drivers and mobile apps, HP Roam enables mobile workers to submit print jobs to the cloud from any device (mobile or desktop) simply by selecting HP Roam instead of a specific printer.

Print jobs are added to the user's personal print queue, from where they can be retrieved and printed on any HP Roam-enabled printer in the office, home or public site, with secure authentication by mobile device, PIN or ID card.

Through a combination of auto-discovery, GPS and Bluetooth technologies, the HP Roam app will alert a user when they are within six metres of any HP Roam-enabled printer. It will also show nearby public print locations in hotels, libraries, airports and other places.

HP is encouraging resellers to use HP Roam to differentiate their managed print services and to simplify the print experience for customers when it becomes available next year.

A third area of concern for customers, alongside security and mobility, is digitisation. This, HP is addressing through the HP Solutions Hub, an open platform architecture that allows for the creation of deeply integrated workflows that include mobile access as well as traditional sign-in.

The workflow optimisation platform includes connectors and templates that HP partners can use to create custom workflows for organisations in paper-

Enterprise models are faster and benefit from additional security features, including HP Connection Inspector

HP Connection Inspector

The latest HP Labs innovation for resilient devices that can protect, detect, and recover automatically

- Monitors outbound network connections
- Learns what's normal, then can detect and stop suspicious outbound requests
- Triggers a reboot to initiate self-healing procedures without IT intervention

Developed with HP Labs

centric verticals, such as healthcare, legal and financial services.

Servicing & Support

Another significant introduction slated for next Spring is Smart Device Services 2.0. Due to be delivered as part of HP's existing third party fleet management software, this set of cloud tools and device-based sensing capabilities leverages the power of IoT, big data, machine learning and predictive diagnostics to maximise device uptime and reduce servicing and support costs.

Key capabilities include:

- Parts failure prediction, with device

components monitoring and chance-of-failure predictions to optimise service calls and parts planning;

- Enhanced diagnostics, with scanner dust detection, a print engine failure sensor for core engine issues and improved problem analysis capabilities for unresponsive devices;

- Fleet optimisation, with remote remediation and expanded HP fleet support;

- Enhanced collection and billing, with detection and notification when the data collection agent (DCA) or devices go offline, or when a printer's serial number is cleared;

- Device health alerts, including the ability to select which events trigger real-time alerts and to detect when service counts for long life consumables are not reset after replacement; and
- Service requests via a 'Report A Problem App' on the device control panel that customers can use to communicate with the reseller when printing problems occur.

To find out more about HP's new printers and solutions, please visit

www.hp.com



HP turns to the experts with new Security Advisory Board

HP has strengthened its cyber security capabilities with the establishment of a new Security Advisory Board and the recruitment of three external security specialists to sit on it.

The Security Advisory Board will work with HP to identify evolving threats and generate strategic conversations about the rapidly shifting security landscape with both HP and the market.

The three new board members all have first-hand experience of hacking and are familiar with the latest developments in cyber security. They include:

■ **Michael Calce**, a.k.a. Mafiaboy, a security consultant who in 2000 at the age of 15 unleashed a massive cyberattack that brought down Yahoo!, eBay and Amazon. It led to an FBI manhunt and \$1.7 billion in economic fallout;

■ **Robert Masse**, a partner at Deloitte (but acting independently), who has more than 20 years' experience in cybersecurity, including a run-in with law enforcement over hacking in his teens; and

■ **Justine Bone**, who began her career doing reverse engineering and vulnerability research at New Zealand's version of the U.S. National Security Agency before

leading security for companies, including Bloomberg LP. She's now CEO of MedSec, which analyses technology security for healthcare companies.

Security has become a priority for HP and its customers, as cyber criminals have become more skillful, flexible and mobile working have created new vulnerabilities and the number of vulnerable devices has increased. There are expected to be 20 billion network-connected gadgets by 2020 and, according to Bone, it takes just two and a half minutes after you plug in a smart camera or screw in a smart light bulb for an internet bot to compromise that device.

HP's strategy is to build devices, like its printers, from the ground up to be secure and able to adapt to new threats as they emerge.

"HP is looking to implement security on anything and everything they develop," said Calce. "That's the type of mindset we need if we ever want to have some level of security in this world."

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Custom-built MPS solutions

Although less well known than some other software houses, independent software vendor Business I.T. Systems (BITS) has a strong portfolio of print management and MPS solutions

Established in 1990, the company initially had a firm foothold within the education sector, providing hardware and software solutions to schools, including printers, projectors and complementary solutions designed to integrate with the widely used SIMS school management system.

With a heritage in developing bespoke business solutions, BITS soon shifted its focus towards printing and printer management, developing a range of products that organisations across the world now use to audit, monitor and manage their print devices.

BITS sells these solutions through the distribution and reseller channels. As Director Bryan Stone points out, it also works closely with the major OEMs.

"We have a relationship with all the major manufacturers, developing bespoke embedded solutions for them to bring to market. Our extensive experience of embedded platforms and print technologies means that we can ensure our solutions are optimised to get the maximum from each vendor's device," he said.

Bespoke application

As an example, Stone cites a recent bespoke application for DSales, the distributor of Develop MFPS, which was launched at the firm's open day in June.

"About 12 months ago we developed a new product called Document Management Server Assistant (DMSA) for SIMS, and launched this to work with both Sharp and Brother devices. DSales approached us about developing it for the Develop platform, which we did, and it was officially launched to DSales channel partners at the recent open day," he said.

DMSA for SIMS software enables documents to be batch scanned in a few simple steps and was originally designed to help administrative staff quickly and easily scan piles of paperwork and file the



resulting electronic documents within the SIMS school management system.

"Although SIMS provides the ability to upload scanned documents to a student profile, each document has to be added individually, which can be time-consuming and tedious. With DMS Assistant, we've streamlined the process; multiple documents, including student records and staff information, can be scanned and stored directly against a record in SIMS without having to waste time scanning individual documents," explained Stone.

"This solution has been hugely successful for us. And it is particularly relevant with the advent of GDPR. It is helping schools meet the security, auditing and portability requirements of the new legislation."

MPS solutions

In addition to custom solutions, BITS has a comprehensive suite of standard products, including its flagship MPS solution, the OneStop MPS Portal.

Launched ten years ago, this tool automatically collects meter readings from any networked printer or MFP and orders consumables for pro-active supplies replenishment. It can also be set up to monitor status and consumable levels for all network devices to aid a pro-active response to any problems that might occur.

OneStop MPS Portal uses standard network protocols, such as SNMP for device readings and HTTPS for the secure

uploading of results, and can export all data in CSV or XML formats for importing seamlessly into most back-office systems.

"We developed this solution as we recognised that one of the biggest challenges for dealers delivering MPS was to collect and record all of the information available from the devices, such as meter readings, how much toner is left, faults or problems, in order to keep customers' fleets up and running," explained Stone.

While OEMs have their own proprietary MPS solutions, Stone points out that these are often designed to work only with their own machines. "Different manufacturers all have very different tools to perform this task, each requiring their own configurations and producing reports in different formats. OneStop MPS Portal has been designed to work across a wide range of devices, covering all manufacturers, providing everything an MPS provider needs in one easy to use tool," he said.

Ease of use extends to the licensing agreement, which is based on the number of machines monitored. This, says Stone, makes the solution accessible to everyone from SMEs to large enterprises. "It can also be adapted easily to suit changing requirements, so dealers can be confident that it will always be suitable regardless of customer size or location," he explained.

Other standard solutions offered by BITS include the OneStop MPSKey, a USB device that provides a snapshot of all devices on a network; PrintRelease, an embedded secure print solution; and Metis, a software tool for Sharp machines designed to report meter click information collected automatically from the email server or entered manually.

For Stone, it is not just the company's product range that sets BITS apart from the competition, but also its ability to meet customers' individual and evolving needs.

"For us, customer satisfaction is the key driver," he said. "As a relatively small UK company, we are able to flex, to listen to customer needs and to respond by creating and adapting solutions to suit where required. We are forward-looking and geared to continually evolve our offer to meet changing market and customer requirements."

www.bits.uk.com

One of the biggest challenges for dealers delivering MPS is to collect and record all the information available from devices





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

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Demand for greater ROI creates opportunity

Andy Johnson, Head of Product Management at Brother UK, discusses how customers are demanding faster returns on investment and the opportunities this creates for resellers

With higher import charges inflating prices and a lingering economic uncertainty, reducing costs has become a key priority for many customers. Businesses' approach to buying has become more sophisticated as buyers look to maximise value – to do more with less and see a return on investment within twelve months, not in a few years. This presents both a challenge and an opportunity for the channel.

Earlier this year Brother commissioned a report into office productivity which revealed that UK SMBs could be losing almost five million working hours every week to everyday IT related issues, like a printer having run out of toner or a PC crashing.

The research, carried out in association with YouGov, found that one in five senior leaders in SMB businesses believes that printer problems (21%) and computer crashes (20%) are some of the biggest time-zapping distractions in the working day.

Poor productivity

At a time when poor productivity is such an issue for UK business, ensuring that firms are operating as efficiently as possible should be a top priority and the channel is perfectly positioned to help. By working with customers to fix these issues, resellers can help to deliver a more efficient working environment as well as benefiting the balance sheet.

One way to help customers streamline office processes, improve productivity and cut costs is through a managed print service. Simple features like auto-replenishment of ink can cut down time wasted on the ordering process and reduce spend, as customers only buy what they need rather than overstocking.

The controlled print element of a managed print service also allows customers to minimise wastage through monitoring paper usage, which delivers environmental benefits too.

Security and protection

In recent months, a string of high-profile cyberattacks have placed security higher on the agenda for IT managers and CEOs. While businesses take necessary precautions to protect computers, networks and mobile devices, print is often forgotten. This provides an interesting conversation starter for resellers looking to secure new deals, as secure print should be an equally high priority.

While the ROI here may not be as obvious, it is important to explain that it is an investment in safeguarding the customer's brand reputation. A security breach where sensitive data is compromised could result in huge commercial and reputational damage and, under new government proposals, a significant fine.

At Brother, standard security features cover authentication, network encryption, scanning and workflow, but this isn't the case for all vendors. By carrying out security assessments, dealers can highlight potential risks, advise on where customers may be susceptible to attack and recommend preventative measures.

This is an ideal opportunity to showcase the benefits of managed print solutions beyond cost efficiency and productivity. Managed print services that offer push and pull print give businesses control over their print, ensuring printed documents don't end up in the wrong hands.



Andy Johnson

One in five senior leaders in SMB businesses believes that printer problems (21%) and computer crashes (20%) are some of the biggest time-zapping distractions in the working day

Moving to mobile

According to IDC, 75% of Europe's workforce will be mobile by the end of next year. Solutions such as mobile scanners and printers are ideal for resellers wanting to capitalise on this trend and demonstrate a tangible ROI to customers.

Mobile technology can be critical in helping businesses to close deals in the field, rather than having to wait for paperwork and contracts to be coordinated centrally, and there are also obvious efficiency benefits as employees need to spend less time on the road travelling back to HQ. Resellers that can quantify the time saved and the deals delivered as a result of better equipped field staff will be in a strong position to demonstrate a strong return on investment.

Training and support

As new technology is introduced, businesses need to train staff in how to use it correctly. Resellers that offer a service to manage this process and streamline the crossover period will win favour with IT managers by showcasing added value and ensuring the long-term success of the solution. After all, if it isn't used properly, demonstrating ROI will be out of reach.

Going forward, the opportunity is for the channel to work in partnership with customers to deliver ongoing solutions.

While standalone sales may provide a quick hit on the sales ledger, resellers should seek the opportunity for more. Choppy waters are ahead and working with customers to provide service solutions alongside hardware will help dealerships to better demonstrate ROI, which in turn can help secure longer term revenue and repeat business.

www.brother.co.uk

Q&A:

With James Pittick

Canon UK and Ireland has a new Director of B2B Indirect Sales. James Pittick joined Canon in 2008 and previously worked on the company's direct side as Head of Sales, Strategic and Enterprise Business. *PITR* met up with him to discuss Canon's evolving channel strategy



PITR: Canon had a difficult 2016 globally. How did it do in the UK?

James Pittick (JP): Given the current conditions, our performance in the UK was good. Our market share is stable and, in the office space, we still see a lot of opportunity in consolidation and managed print, despite the fact that we are in second and third generation relationships. In the commercial print space, we are seeing a lot of interest and opportunity in publishing, book printing, those sorts of markets.

PITR: Are you seeing growing demand for MPS amongst SMEs?

JP: Yes, more and more. There is an appetite to have greater control of print, so we are seeing much more interest in output management, in reporting, in secure release printing and in mobile interaction as the workforce demographic and the technology available to the workforce evolve. In the mid-market and corporate sector, there is still opportunity for consolidation and management of information. That market is more mature, but we still see opportunity there.

PITR: Canon sales are currently split evenly between direct and indirect. Do you plan to grow the channel side of the business in the future?

JP: Yes, our strategy is to see how we can grow channel sales. We have a very successful and long-standing channel business today, which is formed predominantly of copier and print resellers, managed print specialists.

Some of those businesses are evolving quite rapidly, in terms of the technology they offer, and we are looking at how we can work with them to open up more of our portfolio to them and to their customer base.

We are also looking at where we can gain growth in newer and different channel markets, for example by working with systems integrators on IT projects in enterprise and global customers and by increasing our relevance to IT resellers that focus on the SME market. Print is a mature market, as we all know, but the opportunity for us to grow our business still exists, and the channel is a very exciting proposition for us. There's a lot of focus and a lot of investment in growing our channel business.

PITR: What are some of the additional technologies that you want copier and printer resellers to take on?

JP: There's still room to develop and grow some of our output management proposition, to help customers print securely. That fits very naturally with our information management portfolio, which allows resellers to extend their capabilities in workflow design, document management, the digitisation of documents. Those are very complementary technologies.

There's still room to develop and grow some of our output management proposition, to help customers print securely.

PITR: It seems strange that resellers are not already offering printer and output management solutions?

JP: They are. That technology is being used today, but our focus is to expand it further within the reseller community. We think unifiow could be a very important part of that growth. It's a single platform message and the product has been developed recently with the SME market in mind. The move to cloud-developed propositions within unifiow supports our aspirations in the SME market.

PITR: Is the strategy to get these products into more of your existing resellers or do you plan to take on new ones?

JP: A combination of both. There's an opportunity for us to sell more of our technologies and capabilities through our existing resellers. Where there is a fit that delivers synergy with a complementary technology, there's a growth opportunity.

Then, there are partner types and partner businesses that we are not currently working with that we think are a good fit with our organisation and our technology. As the market diversifies and as the technology stack diversifies, partnerships enable us to deliver a whole product, in which managed print is just one element. Working with a partner – sometimes more than one partner – lets us articulate a 'stronger together' message to the customer.

PITR: How is what you are offering to the channel any different to what other manufacturers are providing?

JP: We have a renewed growth ambition to reach more customers, and regard an expanded presence in supporting



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and helping channel partners grow and develop their business as an important part of that – for us and, hopefully, for our partners as well.

PITR: The breadth of your product range aside, how else do you plan to help resellers grow?

JP: Through the skills, attitude and knowledge that we have developed in our business over many years. We have some strong marketing and professional services capabilities in our business that we can use to enhance our proposition, not only to the channel but also to their customers. Part of our strategy is to unlock the capability we have within the organisation to support multiple, different routes to market.

PITR: Helping them with their e-marketing, that sort of thing?

JP: That's one example. We have done work with partners around things like social media, looking at how we can help them to develop their presence in the social media space and use social media as a tool to network and ultimately promote their business and identify opportunities. We've held workshops and we've also utilised industry partnerships, working with companies like Scredible, which helps businesses develop social media strategies, and Jellyfish, a digital marketing agency. We will talk to our partners about the things we are doing and we will also use businesses that we feel are industry experts to help our partners develop.

Also, we have huge knowledge of, and insight into, vertical markets, which we draw on to help partners evolve their marketing activities and demand generation campaigns. When they address specific vertical propositions or markets where they are already gaining traction, we can add to their credibility and credentials by providing vertical insight in addition to the value proposition of the technology we offer.

PITR: I know on the production print side you offer insight guides and a range of business support services...

JP: Yes, we have the Essential Business Builder programme. It's a slightly different market; they are using our technology to generate an income. If they are buying into the Canon portfolio, with us directly or with a partner, we feel there's a great opportunity to invest in that organisation and help them reinvest in Canon technology by educating them in market

Part of our strategy is to unlock the capability we have within the organisation



We have huge knowledge of, and insight into, vertical markets

insight and market trends.

PITR: Some big competitors, like Xerox, HP and Samsung, are promoting the use of MFPs as app platforms. Canon was once a pioneer in this area, with MEAP technology, but it seems to have fallen behind as others have created more open systems based on Android.

JP: A number of manufacturers are going down the Android route. We are on the fourth generation of MEAP, which is our own technology, our own platform and Java-based. Whilst it is our platform, there are a number of complementary technologies and third party applications that you can access via our platform. For SMEs, things like direct scan to Dropbox and Google Drive are all available on our MEAP platform.

PITR: What products will you be focusing on as you seek to recruit more IT resellers?

JP: We already have some presence in the IT market, with scanners and some of our smaller MFPs and print solutions. What we are now looking to do is open up more of our portfolio to the IT reseller channel – to develop our imageRUNNER technology to work within the IT reseller managed print environment, enabling more MFP and associated software sales and more cloud-based propositions across our technology set. There will be selected products, with a servicing infrastructure supporting that.

PITR: Some other vendors are trying to create an integrated portfolio of solutions, linking up their MFPs to displays, for example, but it seems to me that Canon's B2B proposition is focused very much on the document.

JP: Our proposition around B2B and office is, in hardware terms, scan, print, MFP up to production and large format and wide format technologies. Then, you have document management, workflow and output management software.

Document, yes. But in this age, that also means image. Whether a document is physical or electronic, it is all about our knowledge and understanding and expertise around the management of images. This ties very nicely with the other part of our business, which is the capture of the image with camera and lens technology.



PITR: Can you give me details of any initiatives you have planned to attract IT resellers?

JP: Individual elements of our strategy will emerge in time. We have just undergone a business transformation programme and realigned all of our B2B offerings to be focused around customer, customer-type and the Canon proposition. We have identified areas where we think we can grow and we are now advertising our desire to grow within the channel. Following this, there will be a series of releases and discussion points, where we will talk in more detail about our ambition and the attraction of our programme.

PITR: A lot of your competitors are buying resellers. Is that a strategy that Canon aims to pursue?

JP: In the UK, there is no specific strategy for that. It is not something that I am aware of.

PITR: What do you think are the particular challenges facing resellers today and how can Canon help overcome them?

JP: For me, it is about the maturity of the market and the evolution of technology. The market dynamic and the technology dynamic are evolving at a rate that is faster than we have ever seen, and it only seems to be increasing. Trying to stay relevant and trying to develop the services and customer offerings you have is a key challenge.

We are also seeing different businesses, sometimes IT businesses, acquiring print and managed print businesses as a complementary technology to their overall proposition. There is a lot of change and consolidation happening.

Canon's ability to develop partners' capabilities, to supply complementary technologies, to provide market insight and to offer additional support around marketing activities and professional services is a real attraction. An organisation like Canon is in a prime position to support partners' growth and development and stay relevant to those businesses.

Join in the discussion

Quocirca invites printer industry leaders to participate in major new study on the future of office printing

There is still time to take part in Print 2025, a major new research study by Quocirca, either as a sponsor or as a survey participant.

Print 2025 is a new study looking at the future of the print industry in an age of digital disruption and the shift to a service economy. Combining interviews with print industry executives and end user research, it aims to provide in-depth insights into developments in the print industry and strategic recommendations for industry players.

Research starts this October, with publication of the initial findings in January 2018, followed by a series of market trend reports throughout 2018.

The study is being led by Louella Fernandes, Associate Director of Quocirca. She told *Print IT Reseller* that the report has a broader scope than most printer industry research, with contributions from end users and industry leaders, including vendors and channel players.

She said: "The whole objective of the study is to get an insight into print trends in the digital workplace. There will be 500 end user interviews in the US and Europe, investigating perceptions of all aspects of print in the digital workplace, including capture, printing and digital workflows; other digital workplace trends; the use of paper in an age of digital disruption; and what effect this is having on print volumes.

"We are complementing the end user research with industry executive research and will be speaking to OEM leaders, C-level executives, to understand their vision for their companies and what they see as the best strategy going forward."

Fernandes is interested in hearing the opinions of channel leaders, too, and is inviting ISVs, MPS providers and printer resellers who would like to participate to contact her on Louella.Fernandes@quocirca.com.

Vendors and channel partners interested in sponsoring the report should also contact her directly. A range of sponsors have already been secured, but Fernandes says there is still time for additional sponsors to sign up over the next two months and be featured in the report.

"The study is not going to be published until January. As part of the research is to profile vendors within the report, there are still opportunities there. Sponsors also have exclusive access to survey findings, presentation material and other content depending on their levels of involvement," she said.

More generally, Fernandes has set up a dedicated website, www.print2025.com, where people can register their interest in the research and elect to receive updates.

"I am encouraging industry leaders to sign up regardless of whether they are sponsors or not, because channel organisations will play a vital role in driving the relevance of print in this evolving market and their insight and expertise is extremely valuable to our research," she said.

www.print2025.com

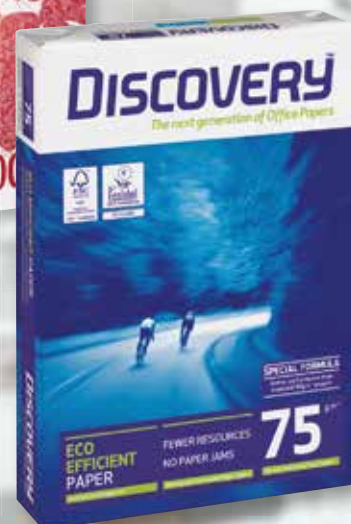
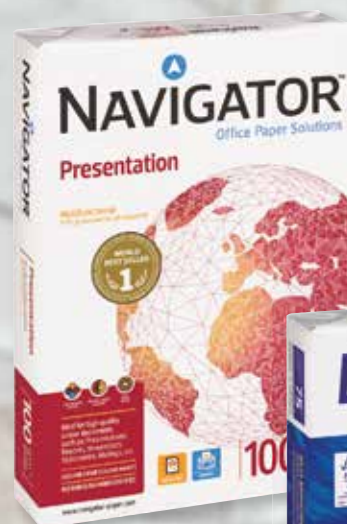
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Business inkjet: a viable alternative to laser technology

Quocirca research reveals that a third of SMEs have already made the switch to business inkjet, with a further 27% planning to do so in the next 12 months. Here, Louella Fernandes, Associate Director for Print Services and Solutions, outlines how business inkjet can form part of a broader sustainable strategy for print

Businesses are still reliant on printing, and colour volumes in particular are increasing. In a recent Quocirca study almost half of organisations said their colour output had increased over the last year, compared to 20% who have seen colour print volumes fall.

This continued reliance on printing means that businesses should evaluate the most appropriate print technology for their needs. Reliability, price and running costs are seen as the top criteria for print selection.

A high importance was also placed on energy consumption and environmental credentials, particularly amongst large enterprises. More than half (52%) of respondents in Quocirca's study indicate that sustainability is very or fairly important when selecting printers, with 33% of large organisations viewing it as a very important consideration, compared to just 12% of SMEs.

In this context, the emergence of professional-class business inkjet printers and MFPs with lower running costs, high-capacity ink cartridges and professional print quality is challenging the traditional dominance of laser devices in the office print environment.

The popularity of such devices in small and large businesses alike is driving significant growth. IDC expects the business inkjet market to grow at a compound annual growth rate (CAGR) of 10.2% from 2015 to 2020.

Quocirca's research reveals that the shift to inkjet is already underway, particularly in the SME sector. Overall, a third of SMEs say they have already started the transition to inkjet printers, compared to 19% of large enterprises.



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

The main factors driving this transition are:

■ **Lower cost of printing.** Inkjet printers are claimed to offer up to 50% lower running costs than comparable laser devices. Higher capacity cartridges with higher yields can mean fewer user interventions, better device uptime and less waste.

■ **Energy saving.** Unlike laser printers, inkjet printers use no heat in the printing process, so consume less power. Epson claims its Workforce Pro printers, based on Piezo printhead technology, consume up to 96% less energy than lasers, which in turn reduces running costs.

■ **Diverse media compatibility.** Inkjet printers can print on a diverse range of paper types. As the ink is directly ejected onto the paper, it is possible to print even on specialist media, including heat-sensitive film and thick card. Epson inkjets, which use insoluble and marker-resistant pigment-based ink for all colours, can be used to print waterproof labels and even promotional materials on glossy paper.

■ **Minimal service interventions.** With fewer components to replace than

laser and high capacity ink cartridges, business inkjets are likely to experience less downtime and require less time to be spent on changing/ordering consumables, calling for support etc., thereby reducing IT and overall support costs.

■ **Less waste.** Regardless of page coverage, laser printing uses drums, transfer assemblies and fusers in the printing process. In comparison, business inkjet printers that typically use a permanent printhead have fewer components to replace. If coverage is low, the only consumable used is ink. Epson's WorkForce Pro models produce up to 94% less waste, according to independent tests.

Balanced deployment

Businesses need carefully to evaluate their printing needs, as, ultimately, there are benefits to both laser and inkjet print technologies. Rather than shifting entirely from one technology to another, the best approach is to deploy both technologies depending on the business need.

Quocirca research suggests that organisations that operate a balanced deployment model, with a mix of technologies and distributed and centralised printers and MFPs, are more likely to report reduced environmental impact and lower energy usage.

Different print technologies can help reduce the environmental impact of printing, but businesses need to ensure they have the right tools and policies to minimise waste. MPS providers are a good starting point in providing guidance on how best to optimise the printer fleet and advising what type of technology is most suitable.

www.quocirca.com

Quocirca's research reveals that the shift to inkjet is already underway, particularly in the SME sector

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Nuance adds Epson to OEM partner line-up

Nuance has formed a worldwide strategic partnership with Epson, following recent agreements with Lexmark and Toshiba (see box)

According to both companies, the Epson/Nuance collaboration brings together the low running costs, reduced intervention and environmental impact and high reliability of Epson printers, with Nuance software's ability to control and manage print and capture to enhance productivity while reducing operational expenses.

Under the terms of the partnership, Epson will sell and distribute eCopy ShareScan and Equitrac Office/Express software on its family of inkjet MFPs, including its high speed Workforce Enterprise WF-C20590 and LX-10000/7000 series of linehead technology for SMB and corporate workgroups.

Epson will also integrate the Nuance OmniPage SDK into its scanning applications for better OCR accuracy when automating document workflows and will bundle Nuance Power PDF software with select lines of Epson document scanners.

Koichi Kubota, Chief Operating Officer, Epson Printing Solutions Operations Division, said: "Nuance solutions and global support will allow our customers to optimally and securely manage their document lifecycles. Together with Epson MFPs and scanners, Nuance will help customers gain control over increasingly complicated business processes by streamlining capture workflows and print management to enhance productivity, collaboration and business efficiencies."

Chris Strammiello, Vice President of

Epson stands out in the office market with its inkjet innovation

Global Alliances & Strategic Marketing, Nuance Document Imaging, added: "Epson stands out in the office market with its inkjet innovation and adding Nuance software advances its ability to deliver high quality, high value and environment-friendly customer solutions. With Nuance software, Epson customers can improve document workflows to enhance productivity and create efficiencies. Organisations are also able to gain control of document security to secure protected information against unauthorised access by individuals in and outside of the organisation."



Solutions now available with Epson Workforce Enterprise and Pro printers include:

■ **Equitrac Office.** With Hybrid Print Control, Equitrac Office delivers organisational versatility and control and reduces IT complexities by removing dependencies on print servers, print drivers and complex print fleets, while managing every printed page in an organisation.

■ **Equitrac Express.** Gives IT administrators the flexibility to let students, faculty and staff print what they need, when they need it, wherever they are located. At the same time, it helps to reduce total print output and costs, accurately allocate print costs, implement print quotas and enable guest printing through pay-for-print.

■ **eCopy ShareScan.** When employees use an MFP within the workgroup area, eCopy quickly and simply guides workgroup members through the process of properly capturing documents. This solution will also be made available with Epson document scanners.

The agreement also covers the following software packages for Epson document scanners:

■ **OmniPage.** The OmniPage Capture SDK has the world's most accurate optical character recognition (OCR) technology. It provides developers with everything they need to add robust imaging, OCR, and PDF creation and conversion capabilities into applications, as well as barcode recognition technology, intelligent character recognition, zonal recognition and more.

■ **Power PDF.** This software makes it easy for businesses to gain control over PDF workflows with the ability to create, convert, edit, assemble and securely share PDF files. It provides all the tools needed to annotate, mark up, sign, secure, redact and compress PDFs, and create and work with PDF forms, making it easy to edit and publish PDF files. Users can quickly convert files from Word to PDF and from PDF to Word with excellent compatibility, accuracy and reliability.

www.epson.co.uk • www.nuance.co.uk

And two makes three

Nuance's partnership with Epson follows similar agreements with Lexmark and Toshiba.

Lexmark recently announced that it is to provide Nuance document imaging solutions worldwide via a newly formed agreement to sell and distribute the Nuance AutoStore, Equitrac Office/Express and SafeCom solutions. Nuance will provide service and support to qualifying customers.

In a statement, Lexmark said that partnering with Nuance reinforces its commitment to provide world-class enterprise-ready workflow solutions that enable organisations to increase productivity and enhance document security.

Toshiba TEC, too, has added Nuance's flagship AutoStore and Equitrac solutions to its solutions portfolio.

Marketing Director Jeremy Spencer said: "With AutoStore and Equitrac,

we offer additional enterprise-level products to our customers, which help them manage their documents and workflows with utmost flexibility and efficiency. These new solutions perfectly complement our latest range of MFPs that are designed to support workflow automation and help businesses work more effectively."

Earlier this year, Toshiba TEC entered into an agreement with Kodak Alaris Information Management to provide the latter's scanners and software solutions to automate specific business applications. It will also take on and service legacy scanners, providing customers with a single point of contact for scanner fleets.

www.lexmark.co.uk • www.toshibatec.co.uk,
www.kodakalaris.com/en-gb/b2b



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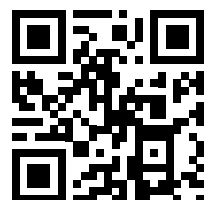
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A new generation of ERP solutions

Mike Burke, Managing Director of Purpose Software, explores the evolution of business management systems for the channel and explains why software needs to support diversification

Resellers are already questioning whether moving service management systems to the cloud delivers much more than they already have

The continued evolution of the delivery of managed services is putting increased pressure on organisations to diversify, so much so that resellers must now decide how much longer they can run their operations on business software that's been designed specifically for the print and copier sector and is unable to support diversification.

Bespoke software designed to handle the specific requirements of print resellers might have been the best choice at the time it was acquired, but changes to technology, operating systems and business processes have necessitated compromises, add-ons or workarounds to maintain business operations.

To achieve the level of functionality required to operate their businesses, resellers have had to integrate platforms with disparate CRM, service management, accounting and business planning software, all of which handle vital business data and have to be separately managed on a day-by-day basis. Such applications are neither integrated nor function in real-time and are almost certainly unable to deliver the real-time big data analytics, business intelligence and other data necessary for a thriving business.

The structure and sources of data across multiple platforms are often seen as the root cause of reduced sales performance, process inefficiency, poor customer management and unpredictable cashflow. Maintaining accurate data across multiple platforms can create a 'cottage industry', the sole purpose of which is to make information available, often through manual process, to enable an organisation to function. This challenge is not market-specific and can be seen in enthusiastic start-ups through to global organisations.

It is often a far easier decision in the short-term to put off change, as this is



commonly perceived to be costly, cause significant disruption to daily operations and distract employees with time-consuming processes, such as planning, data migration, planning and staff training. However, doing nothing is not an option, as failing to replace outdated service management software is likely to have a serious impact on the business as its needs evolve.

What are the options?

Whilst on-premise implementations have been the traditional route taken by MPS and print resellers, moving to the cloud can deliver significant benefits to the channel by delivering greater mobile access through browser-based dashboards, reduced organisational downtime and lower potential infrastructure costs.

However, resellers are already questioning whether moving service management systems to the cloud delivers much more than they already have. Going down this route still doesn't solve problems associated with the integration and ongoing management of disparate systems used to manage different areas of a business.

The cloud is really just a different delivery platform that delivers essentially the same functionality with the same operational limitations as traditional premise-based systems. Not really much of a step forward into the future.

An ERP approach

The alternative to this reliance on multiple applications is to create a 'master data' structure that underpins enterprise-wide business processes, from sales management, order fulfilment and customer service through to accounting and cash collection. It's just not feasible, or even cost-effective, to customise legacy systems to provide the level of integration required to meet this new environment. A new approach is needed.

A core part of this new approach is the consolidation of data sources on a single platform that provides the real-time business intelligence needed for effective management and control. The ability to access a single source of data that supports an organisation's activities in their entirety will help deliver incremental growth, drive operational excellence, retain customers and maximise financial return.

What's needed is a new generation of ERP (enterprise resource planning) solutions like FORZA. Based on SAP Business One, which is used by more than 50,000 organisations worldwide, FORZA encompasses all sales, service and accounting requirements and provides resellers with the first viable alternative to traditional single point software applications.

Adopting this SAP-based approach provides resellers with access to systems

that have grown from development budgets of tens of millions of pounds into the Business One product. This single, integrated solution provides clear visibility and complete control across every aspect of the business, capturing all critical data for immediate access from any location.

It includes:

- **CRM** – sales and opportunity management and after-sales support;
- **Warehouse & Production Management** – manage inventory across multiple locations, track stock and manage production orders based on materials requirements planning;
- **Purchasing** – automate procurement from purchase orders to vendor invoicing;
- **Service Management** – real-time call management and integrated service information;
- **Contract Management** – lease agreements through click, time and seat billing;
- **Mobility** – iOS app for iPhone and iPad to interact with SAP Business One;
- **Financial Management** – automated financial and accounting processes including support for multiple currencies, budgeting and bank reconciliations;
- **Reporting & Business Intelligence** – access to data to create new reports or customise existing ones through integration with Crystal Reports; and
- **Optional Analytics** – powered by SAP HANA to provide instant access to real-time insights for business intelligence.

Single integrated platform

The ability to have, for the first time, a single source of data on a single integrated platform will transform business operations for the managed services and print reseller industry. It provides a clear view of all aspects of the business, from sales and service through to accounting, giving resellers the information they want when they need it most to maximise the customer experience at every touchpoint and maintain a competitive edge.

Designed by the industry, for the industry, ERP solutions such as FORZA allow resellers to effectively track the profit/loss from every machine, contract and customer and generate accurate, real-time management information to enhance visibility across the business.

Centralising and consolidating all

business data using a single integrated platform reduces organisational complexity and makes it easier to increase efficiency and productivity. It also enables a more pro-active approach to running the business by eliminating the need to wait for month end before reports can be generated and analysed, giving insight into business performance over the previous month or quarter.

The ERP approach delivers real-time reporting to see at a glance the performance of different operating divisions. Web-based dashboards, customisable to meet individual functional requirements, provide real-time data and organisational transparency to enable more informed decision-making across the business.

To assist the sales process, this new generation of ERP systems offers fully integrated CRM to provide a 360 degree view of accounts, with instant access to relevant data including contact and service histories, account and order status. Having a real-time awareness of current customer issues in other departments helps to drive sales opportunities, maximise prime selling time and drive incremental growth.

To further enhance the sales process, sophisticated Configure Price Quote (CPQ) capabilities enable salespeople to generate accurate quotations of a consistently high standard, comprising a combination of hardware, software, services and supporting documentation, from any internet-enabled location. It also provides quick and accurate reporting on the status of accounts to enhance sales productivity and forecasting.

Greater flexibility to customise

It is important to note that resellers deploying SAP Business One-based systems such as FORZA no longer have to rely on their chosen software supplier for add-ons that enhance the core functionality or bolt-ons that connect externally and push data to the central platform. With over 3,300 development partners world-wide, resellers have greater flexibility to customise the system with pre-packaged or custom solutions that provide additional business intelligence or process management to meet their specific organisational requirements.

A particular example of this is direct integration with leasing companies for



Mike Burke,
Managing Director,
Purpose Software

credit checks and approvals. This will enable salespeople to create quotes, run credit checks, confirm stock, propose configurations and produce agreements whilst onsite with customers. Removing manual processes in this way streamlines the sales process and presents a more professional image.

No barriers or limitations

When the time comes to make a decision on whether to carry on with the traditional disparate systems that have always been used or to adopt a new approach, it is important to consider where you are planning to take the business. If you are not planning to expand or look for new business opportunities in other areas, such as cloud services, managed services, managed network services, security and more, then it probably makes sense to carry on with the systems you have.

However, for resellers looking to take advantage of these new markets, the question is why would you want a slightly updated version of what you already have, with the same integration, accessibility and support issues, when, for a similar cost, you can implement a powerful ERP platform that eliminates these issues whilst allowing new lines of business to be easily added without barriers or limitations.

In addition, when you add up all the license fees and ongoing support costs required by multiple systems, it is easy to see how using a single integrated ERP solution can deliver a lower cost of ownership and a better ROI. This can be achieved by eliminating the IT and data management issues required when using disparate, broken and archaic systems and freeing up resources to be deployed more productively across the business.

www.purposesoftware.co.uk

The ability to have, for the first time, a single source of data on a single integrated platform will transform business operations for the managed services and print reseller industry

Focus On:

What's new in software and solutions



Vantage experiences major surge in software uptake

After a record first sales quarter, software developer Vantage has seen a major surge in the uptake of its service management system Vantage Online in Q2, with continued new business wins and, among existing clients, a growing number of migrations from the legacy Service Accent system.

It is turning out to be a very successful 2017 for Vantage, which has already developed and released cutting edge integrations with complementary systems, including most DCAs, and online ordering platforms from leading distributors such as Westcoast and Data Direct.

www.vantagecomputing.co.uk

Scality launches Zenko

Object and cloud storage specialist Scality has announced the open source launch of Scality Zenko, a Multi-Cloud Data Controller. The solution is free to use and embed into developer applications, opening a new world of multi-cloud storage for developers.

Zenko provides a unified interface, based on a proven implementation of the Amazon S3 API across clouds. This allows any cloud to be addressed with the same API and access layer, while storing information in their respective native formats.

The company's vision for Zenko is to add data management controls to protect vital business assets, and metadata search to quickly subset large datasets based on simple business descriptors.

www.zenko.io

eCopy ShareScan

Nuance Communications recently announced a new version of its eCopy ShareScan MFP capture solution, enabling remote workers using mobile devices to effortlessly capture and insert documents and images into business processes.

Developed to make it easier than ever for organisations to deploy, administer and secure document capture workflows, Nuance eCopy ShareScan is ideal for people who need to capture hardcopy documents on an MFP or mobile device for personal productivity and sharing with collaborators.

Useful features include document preview, real-time confirmation and consistent workflows. www.nuance.co.uk



Microsoft chooses Showpad

Showpad, a powerful sales enablement platform, has entered into an agreement with Microsoft Corp to participate in its elite channel programme. The programme will accelerate adoption of Showpad through the worldwide Microsoft reseller channel. Showpad was chosen due to its proven record of success, the power of its sales enablement solution and its ability to amplify the value of product integrations with SharePoint, Outlook and Dynamics. www.showpad.com

Improved usability and security

Lexmark has released version 3.0 of Markvision Enterprise (MVE 3.0), its fleet management software solution.

MVE 3.0 features a completely redesigned interface that removes the need for browser plug-ins, enabling faster performance, improved usability, increased security and reduced set-up time. It also provides improved visibility of a multi-vendor fleet of network printers and multifunction devices.

The software automatically discovers devices on the network and configures settings including security policies, for example by closing unnecessary ports,

applying access controls and performing scheduled checks to verify that devices meet security policies, with automatic remediation of machines that are out of policy.

Allen Waugerman, Senior Vice President and Chief Technology Officer, Lexmark, said: "Lexmark's Markvision Enterprise has a long history of giving customers the ability to centrally manage their entire fleet of enterprise devices, whether they have a few or a few thousand devices. Markvision Enterprise 3.0 improves on that tradition with enhanced usability and security."

www.lexmark.co.uk

Kodak Alaris partners with UK Software

Kodak Alaris Information Management has announced a new partnership with UK Software, which will enable clients within the healthcare and wider public sector to benefit from additional services and applications to better manage critical information.

The collaboration will combine Kodak Alaris scanners and software solutions with TranSearch, the independent software developer's Windows and web-based records management system, to provide clients with a custom-designed information management solution that seamlessly bridges the gap to connect individual users, in-house records management and archive providers' systems.

UK Software specialises in increasing efficiency and reducing the cost of managing paper documents and files, from creation to final archive storage and destruction. TranSearch uses barcode technology to seamlessly manage document labelling; tracking; onsite and offsite storage management; retrieval; online ordering; and management reporting.

www.kodakalaris.com/en-gb/b2b,
www.uksoftware.ltd.uk

Kodak alaris
Information Management

DocuWare upgrades ECM system

The new version of DocuWare's enterprise content management solution, Version 6.11, offers full functionality via a browser, removing the need for complex software installations at individual workstations. Configuration apps allow users to customise the software to all their own needs.

New Workflow Manager features enable business processes to be set-up even more flexibly and ad-hoc workflows to start rolling without the need for any programming. A completely redesigned module for integrating Microsoft Outlook enables users to create new configurations and select storage options directly in their email program.

DocuWare solutions can be run in the cloud, as an on-premises system within a company's own IT infrastructure, or as a hybrid solution, with smooth synchronisation of the cloud solution with local data and matching ERP or other data (even with firewalls). All usage models feature the same user interface, configuration and maintenance options.

www.docuware.com

On-device, next generation support

Xerotec has released a new app for users of Xerox A3 iSeries firmware devices that aims to reduce device-related downtime by simplifying and speeding up fault resolution while maximising user convenience and productivity.

Based on the Xerox Extensible Interface Platform, the Xerotec Support Application Suite provides on-device access to customer service and support and is designed to make every aspect of MFP ownership as painless as possible. www.xerotec.co.uk

Modern interface and security enhancements

With its latest release, PaperCut has focused on enhancing the overall look and feel of the solution and on extending its features to reduce security risks associated with printing.

In addition to a slick new interface, which administrators can quickly customise with new branding options, Release 17.2 offers integrated scanning on Xerox and Sindoh devices and easier Find-Me configuration.

www.papercut.com/print/management

KYOCERA optimises service management processes with IFS

KYOCERA Document Solutions Europe B.V. is implementing a new Service Management Solution from IFS to optimise the customer experience across its EMEA network.

The company will use IFS Service Management software to support the design and provision of present and future services, thereby enabling efficient partner collaboration and enhancing its customers' experience throughout EMEA.

The solution will be hosted in the IFS Managed Cloud on Microsoft Azure, a full-service, managed single-tenant cloud offering.

Takahiro Sato, President of KYOCERA Document Solutions Europe B.V., said: "IFS offered us a complete, connected and internationally scalable solution for all of our relevant service areas. We look forward to using these capabilities to build on our reputation as an agile, future-ready business."

A European standard will be developed at the KDE headquarters and go live as a pilot at KYOCERA Document Solutions France, before being rolled out to other KYOCERA subsidiaries across Europe, the Middle East and Africa.

www.kyoceradocumentsolutions.eu



Purpose Software expands support capability

Purpose Software has appointed SAP specialist Sophia Moore as Software Implementation Consultant. In this new role, she will be responsible for project managing installations of FORZA. The company's recently announced ERP (Enterprise Resource Planning) solution is based on SAP business One and includes all sales, service and accounting functionality on a single integrated platform.

www.purposesoftware.co.uk



Sophia Moore

Prima Software MD scoops award

Ian Buckley, Managing Director of office supplies cloud software provider Prima Software, has been named winner of The Young Stationers' Award 2017.

The prize was announced at the annual Young Stationers' Dinner at Stationers Hall on July 24, where journalist, author and political commentator Simon Heffer spoke about his career in journalism to the assembled guests.

Buckley has worked at Prima Software for 11 years and, in that time, has risen from customer account manager to Managing Director of the business, which turns over £1 million per year and employs 27 people in Widnes, Cheshire. www.primasoftware.co.uk



Ian Buckley

Key hire for PrinterLogic

PrinterLogic, the server-less Enterprise Print Management solution that enables businesses to eliminate print servers, has appointed former Cisco and Box veteran Garrett Helmer as Senior Vice President of Channels.

In this role, Helmer will be responsible for expanding the company's global channel programmes as it targets continued growth. PrinterLogic was ranked 107th on Deloitte's 2016 Technology Fast 500 and last year grew its customer base by 174%.

Matt Riley, previously the VP of Channels, will now lead the company's expansion into the EMEA region, as President of PrinterLogic GmbH, located in Wiesbaden, Germany. www.printerlogic.com



Matt Riley

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At the next eWorld event, you can meet and share experiences with over 250 of your peers, completely FREE OF CHARGE, while accessing a full day's programme of inspiring keynotes, real-life case studies and interactive workshops. The programme for 26th September has a strong focus on the impact on procurement post Brexit and covers other topical issues such as Blockchain, automation, procurement metrics and dealing with uncertainty.

Highlights include:

- **Opening Keynote from Dr John Glen, Director, Centre for Customised Executive Development, Cranfield University,** will examine some of the significant economic trends that have already started to take shape since last year's shock referendum result, translating these into the likely outcomes of a 'hard' Brexit and highlighting the key risks that procurement professionals need to start building into their future strategies.
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GDPR:

what are the implications for managing employee health data?

Claire Wright, Quality & Data Privacy Manager at MHR, examines how GDPR will impact the lawful management of employee health records



The EU's General Data Protection Regulation is predictably throwing up many questions about how organisations should collate, manage and process sensitive employee data to enforce compliance and prevent a potential costly breach.

With fear-based articles about the exponential costs of a breach littering social news feeds, the importance of GDPR readiness is getting lost or ignored, which in itself is creating an unknown and potentially costly business risk.

Whilst there are other regulations and codes of conduct that relate to the processing of health and/or medical information, which should be considered, it is necessary also to meet the requirements of the GDPR. Health data is a category of sensitive data under GDPR and the conditions for processing sensitive personal data must still be met.

These have been a requirement of the UK Data Protection Act since 1988 and prescribe that:

- There must be a legal basis for processing;
- The individual must be aware of how their data is being processed;
- The individual must be aware of and able to exercise their rights in accordance with how and when their data is processed;
- The data must be accurate, up to date and kept secure;
- The data must not be used for a new or separate purpose without the above being met.

Consent comes with challenges

With regard to health records, consent is the legal basis heavily relied upon for processing, but this comes with its challenges.

It is the definition of consent and



Claire Wright

What historically was considered best practice would now be made conditional under GDPR

recording of consent that the GDPR has strengthened. What historically was considered best practice would now be made conditional under GDPR. To be valid, consent must be explicit, demonstrated by an affirmative action of the individual; and be clear, easy to understand, recorded and capable of being withdrawn upon valid request from the individual. Depending on company size, structure and current processes, this could be a minor or major administrative obligation.

It is important that attention is drawn to one slight, yet pertinent, change in definition. Currently the definition refers to data 'regarding health'; within GDPR, it changes to 'concerning health'.

Greying the lines of clarity somewhat, could an email message saying John Smith is asking for 'paracetamol' be concerning health? In its raw form, you could argue yes, but he could be asking for someone else.

Let us put our professional and reasonable hats back on for a moment and keep in mind the changes when reviewing your current practices against the GDPR requirements, as there may be an instance where this does require changing.

So, ask yourselves: Do you know how and why you process health data, not just within your HR department but within the wider management and employee population? How are return-to-work interviews conducted and recorded? How are sick notes processed? Are absences discussed in open environments? Who has access to medical records? Do your employees understand why their health data is collected and used? Have they provided explicit consent? Is this recorded?

Need to revisit current processes

It is important to revisit your current absence and health management processes and policies to ensure that the GDPR conditions of consent are met and to educate and provide adequate resources and training to individuals within your organisation or those who process this information on your behalf. This is a key requirement in protecting the individual and yourselves against a breach.

www.mhr.co.uk

MHR specialises in helping organisations to embrace the operational and strategic challenges of modern business, covering talent management, HR, payroll and business analytics. MHR is helping to drive the performance of businesses employing over 6% of the UK workforce.

With over 30 years of experience, MHR provides entirely UK-based solutions and services, injecting best practice processes into the entire employment lifecycle, from recruitment to succession planning. This enables customers to transform their business by removing administrative burdens, by reducing operational costs and by retaining and developing business critical talent in line with corporate goals.

Countdown to the GDPR

With the new EU General Data Protection Regulation (GDPR) coming into force on May 25 2018, *PrintIT Reseller* asks this month's panel what steps they are taking to ensure compliance with the new rules

PITR: There are significant differences between existing data protection laws and the new GDPR requirements, are you finding there is a lot of ground to cover to achieve compliance?

Colin Griffin, Managing Director,

Blackbox Solutions: "In a data-driven world, the existing data protection laws from 1995 are now inadequate. The new GDPR includes key changes to regulations including amends to data handling standards, consent and penalties if laws are breached. In short, there is a lot of ground to cover!

"Blackbox has recently been certified with the information management security management standard ISO: 27001, so we are well prepared for GDPR and are now in a position to support our clients through the process."

Matt Goodall, Service Director, Office

Evolution: "There is a mountain of reading and procedural practice to put in place, but the good news is you have until May 25 2018 to do it. The Information Commissioner's Office has produced guides to help you, but with such a significant change there will need to be time for adjustment before the rules can be strictly enforced. There will no doubt be simpler step-by-step guides to follow, but larger companies are definitely going to have a more complex route to compliance."

Mark Smyth, CEO, Vision: "There are significant differences in compliance from the DPA 1998 and GDPR, and we are currently working through a comprehensive check list of actions for compliance and also creating awareness within our business, as well as for clients. One step we took early on was to become Cyber Essentials PLUS certified, which has been a great health check and process for becoming compliant and minimising security risks within our organisation."



Melissa Odawa,
Legal Affairs Executive,
KYOCERA Document
Solutions UK

Melissa Odawa, Legal Affairs Executive, KYOCERA Document Solutions UK:

"GDPR requirements are more extensive than current local data protection laws, with tougher sanctions, the introduction of a data breach notification, a higher bar for accountability and governance, and greater individuals' rights. Kyocera takes these changes very seriously and has started a project to implement these changes in its EU subsidiaries."

Graham Herrington, Managing Director, Managed Print Partners:

"Yes, there are lots of key differences that will come into effect with the change. A major one is that you will now need paperwork-based evidence for all data flows, as you will need to be able to prove where each and every bit of data came from. This will require much more stringent workflow processes to ensure compliance."

"It also now offers greater protection over electronic data processing. This is very much needed for the 21st century, but may require some serious software and hardware updates for some companies."

PITR: One commonly voiced concern is the significant resource implications that implementing GDPR could have, especially for larger or more complex organisations. Has this affected your business?

Colin Griffin: "The new GDPR introduces more stringent and prescriptive data protection compliance challenges. These changes will impact on all types of organisation – regardless of size – and businesses need to act now to assess what changes they will need to make to their current data protection compliance initiatives."

"To comply with GDPR, businesses need to commit significant resources or get support from a company like Blackbox Solutions. With ISO: 27001 compliance, Blackbox Solutions is prepared for the changes and consequences for our business and sector."

Matt Goodall: "Without a doubt! The larger organisations are going to see the complexity of the new regulations having a greater effect. Whereas a smaller company may have a single controller and processor of data, larger organisations may well have multiple controllers and processors all needing to liaise and comply with new procedures. As a smaller company, we will have a single point of responsibility. We have to comply with the same regulations, though, and will have to review our procedures to ensure we are fully compliant."

Mark Smyth: "GDPR has certainly impacted our business, and we have been streamlining and updating our infrastructure to improve security and become compliant. The more elements of data processing and data controlling you have, the more there is to deal with for compliance and to ensure you meet the new requirements."

"Our Cyber Essentials PLUS

Continued...

Larger companies are definitely going to have a more complex route to compliance



Mark Smyth,
CEO, Vision

Epson targets the growing A3 market

A3 WorkForce printers engineered for the modern workplace

Helping small businesses and home offices work faster and smarter, Epson has updated its range of high-quality and cost-effective A3 inkjets with extra wireless printing solutions across the range, plus a sleek control panel and new user interface.

Lee Withers, product manager, Epson Europe, says, "Our latest A3 inkjets are great if you work in an environment where you need to review things in detail such as spreadsheets, diagrams and plans. Within this range, we offer double-sided print, copy, scan and fax all up to A3 size – great for this type of work. There's also a single-sheet A3 rear speciality paper path, that can take a whole variety of paper types and thicknesses. These models can really open up a user's capabilities and at a greater scale. We've also introduced several new features that bring these up to date such as a new user interface, sleek control panel and additional wireless solutions."

The latest WorkForce models are great for users looking for a professional solution to their A3 printing needs. They're engineered for business and can produce high-quality, laser-like prints with Epson's renowned PrecisionCore printhead.

Even in small businesses and home offices, it's easy to achieve an efficient



workflow with these reliable and fast models offering A3 double-sided printing and business-quality print speeds of 18ppm in black and 10ppm in colour. They're also simple to operate thanks to the large 10.9cm touch-screen and new intuitive user interface.

Every good business strives for quality and high levels of productivity, but finding solutions that are equally cost effective can be difficult. With this WorkForce range, there's no need to compromise. These printers can produce high-quality prints at speed, while also dramatically reducing overheads as the cost-per-page is up to 50 percent lower than competitors' laser models. Giving great value for money, the cartridges are available in standard, XL and XXL, with the highest yield delivering up to 2,200 pages.

Keeping up with the ever-changing workplace, the latest WorkForce models present additional solutions for printing wirelessly through the introduction of NFC.

The latest WorkForce models are engineered for business and can produce high-quality, laser-like prints with Epson's renowned PrecisionCore printhead



This technology allows the user to connect to the model and then print by simply tapping a compatible Android device against the printer. It's great for guest users as they can print without needing to know the network settings.

Users can continue to print from anywhere in the office using Wi-Fi connectivity or Wi-Fi Direct to print from compatible wireless devices without a Wi-Fi network. Epson's free mobile printing apps and solutions provide further versatility such as Email Print for sending items to print from almost anywhere in the world. Working collaboratively is also simple with Scan-to-Cloud for scanning and sharing documents.

www.epson.co.uk

Following the success of its cartridge-free printers, Epson launches next generation models

Latest EcoTank collection is easier to use, comes with three years' worth of ink and includes photo-printing models



Epson has launched the next generation of EcoTank printers, which significantly broadens the collection and features two major developments; a dedicated photo range with a 5-colour ink system (ET-7750, ET-7700), and a reconfigured design with a front ink tank and improved bottles for mess-free, featured across the photo range and latest models for busy homes, home offices and small offices (ET-4750, ET-3750, ET-3700, ET-2750, ET-2700). They're now also supplied with three years' worth of ink.

Neil Wilson, consumer business manager Epson UK Ltd, says: "Our original EcoTank broke



away from printing conventions; it came with a substantial quantity of ink and removed the need for cartridges thanks to an ultra-high-capacity tank fitted to the side. The latest models continue to offer this to customers while also being easier-to-use and more compact. The included ink supply has also increased to three years' worth. There are now more models across the collection, which covers home, home office and small office users. We've also expanded into new territory with photo-orientated models, giving even more people freedom to print without worrying about the cost, and specifically print lots of high-quality photos."

...continued

Matt Goodall,
Service Director,
Office Evolution



accreditation was a significant project requiring substantial resources and investment in more advanced infrastructure. In many cases, there is also a business benefit and increased efficiency and functionality, as well as improved security and compliance."

Melissa Odawa: "The GDPR is one of the most comprehensive law changes affecting businesses that the EU has seen. Kyocera has taken all necessary steps and will continue to take all necessary steps to implement these changes throughout its subsidiaries before the GDPR takes effect on May 25, 2018."

Graham Herrington: "GDPR will impact the resources of all organisations, irrespective of size. Workload is similar in any sized organisation, as available resources seem to mirror size. For example, a larger organisation is more likely to have identifiable stakeholders in place to manage it as a project within a team. Whereas a smaller SME team member is likely to wear multiple hats and have a wider remit across departments, which in some ways makes it more complicated."

GDPR will impact the resources of all organisations, irrespective of size. Workload is similar in any sized organisation, as available resources seem to mirror size

Colin Griffin,
Managing Director,
Blackbox Solutions



PITR: Experts advise making sure that someone in the organisation, or an external data protection advisor, takes proper responsibility for data protection compliance. Some organisations will also be required to appoint a Data Protection Officer. How are you managing this in your business?

Colin Griffin: "We have appointed a dedicated compliance manager, Stephen Nolan. Stephen has completed the EU GDPR Foundation course and has expert knowledge in data protection laws. He will be responsible for overseeing GDPR on behalf of Blackbox and will also offer compliance guidance to our clients and other businesses concerned about the impact of GDPR."

Matt Goodall: "We have grasped the procedure early and are doing all we can to ensure we are compliant for the May 2018 date. We will certainly consider working with an external DPA to ensure we achieve all required standards. Only certain types of organisation, such as Public Authorities or those processing special categories of data etc., need to appoint a DPO, although any organisation can appoint a DPO if they choose to do so."

Mark Smyth: "Currently, data protection is managed by our ICT team, with high level, board sponsorship. However, we are considering the ongoing management and responsibilities. Many organisations are separating Data Protection and Compliance and I believe that's going to be the norm in larger organisations, though it may depend on their market sector and just how much data they process and control."

Melissa Odawa: "As part of the project, Kyocera is building up a network of data protection professionals with knowledge of GDPR. Decisions on instalment of a group DPO, local DPOs, whether internal or external, will be part of the project."

Graham Herrington: "I would seriously question those experts... GDPR is the responsibility of ALL employees. You need a team of people who manage GDPR responsibility. Ideally, it sits on a board agenda as an item and is reviewed on an ongoing basis – think of GDPR as health and safety for data."

"It is true, however, that some organisations will need a dedicated Data Protection Officer (DPO) and there are clear guidelines as to who those are."

PITR: What steps have you taken/ will you be taking to train staff to ensure compliance is built into day-to-day processes?

Colin Griffin: "Communication is imperative when introducing any new process in an organisation. At Blackbox we have been discussing systems with everyone who will be affected by the changes, and Stephen has been delivering regular training sessions to ensure our staff are up to speed before the May 2018 deadline."

Matt Goodall: "At present, we are still constructing our procedures and protocols. However, any staff members that handle data covered under GDPR will be advised of any new steps that are required. We have always taken data protection seriously within the organisation and GDPR will further enhance our control and processing of data covered under the regulation."

Mark Smyth: "We have been talking GDPR at every internal meeting to create and generate awareness – it's about getting your team to understand where the risks are."

Melissa Odawa: "Staff training will be part of the GDPR project at Kyocera."

Graham Herrington: "Education will make the difference here. We're encouraging everyone to ensure that staff are educated in, and understand, the new legislation so that they can take responsibility for the role they can play – however big or small."

PITR: One of the requirements of the new legislation is to put procedures in place to detect, report and investigate a personal data breach. How are you managing this?

Colin Griffin: "We have developed a set of clear internal policies and lines of responsibility. Robust breach detection investigation and reporting procedures are already in place, which are all in line with ISO: 27001 standards and managed by Stephen. GDPR is not simply a 'tick-box' exercise – organisations need to proactively monitor compliance and be alert to data breaches."

Matt Goodall: "The guidelines suggest that the easiest way to limit the potential for data breaches is to review, control and limit access to the data in the first place. As the fines for a breach are significant and can be 2% of your annual turnover, it is essential that you have your systems up to date and everyone is aware of how to use them. We are also reviewing how we store data relating to customers; the traceability of actions with such documents; and access to those systems."

"My advice would be: 'Don't leave it too late, there is lots to comply with'."

Mark Smyth: "We are currently working through a check-list and process for identifying each business area and data, categorising the data, creating an audit and reporting process, and evaluating and prioritising the risks."

"This will be introduced as a measurements and management process within our organisation come May 2018. We see this as a constantly evolving and continuous process and infrastructure improvement."



Melissa Odawa: "Some countries, like the Netherlands, already have legislation in place for reporting data breaches. Therefore, Kyocera already has a process for this. Managing data incidents is in scope of the Kyocera GDPR project."

Graham Herrington: "It ultimately means preparing for a breach, then working back from that point to ensure all ground is covered. For example, one company has prepared a mail merge document that can be initiated if a major breach is detected, ensuring the client receives notification within 30 minutes of it being detected."

"As part of the documentation process, it's vital to include a clear breach procedure that is monitored, checked and maintained. All data flows are tested against this and form part of the overall GDPR project folder."

www.blackbox-solutions.co.uk
www.officeevolution.co.uk
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Graham Herrington, *Managing Director,*
Managed Print Partners

Guidelines suggest that the easiest way to limit the potential for data breaches is to review, control and limit access to the data in the first place



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View from the channel

Cameron Arnold, *Sales Manager, Woodbank Office Solutions*



Businesses that have a lot of people working outside the office are looking into how they securely and effectively manage their documents

Q: What are your customers most interested in?

A: With the current climate, the biggest interest for our clients is how to protect themselves. Many of them see this from a technical perspective and focus mainly on trying to secure networks and not so much on documents and print; one of the biggest weaknesses to a business.

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

A: The terms BYOD and MPS were around in the industry long before I joined and are commonly used when talking with businesses. MDS is where it gets interesting. Even though many businesses believe they have a grasp on their documents and how to manage them, many are still using traditional filing cabinets or sub-folders within their network. Not many have processes and workflows in place to manage them properly and ensure compliance with relevant legislation in their industry.

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

A: Currently, we are seeing greater interest in document management from the manufacturing sector, where trying to find relevant information for queries and audits is taking up precious time and resources. Also, businesses that have a lot of people working outside the office are looking into how they securely and effectively manage their documents through secure mobile solutions that are capable of version control.

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

A: We look to help our clients utilise their print fleet as much as possible whilst controlling what is printed. Print management software and intelligent scanning software reduce not only our clients' volumes but also the amount of time they spend processing information.

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 spend a lot of time with our partners looking into current trends and new advancements for our clients. Being in a very competitive market means we need to stay ahead of the curve. Working closely with our partners and doing our own

research are critical to ensuring we provide the best service for our clients.

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

A: I look after Greater Manchester. We have a number of local and national competitors in every opportunity we see. It's very competitive! Focusing on making sure we get the solution and service right for our clients is key to maintaining our growth.

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

A: The week starts off with a sales team de-brief and review of the coming week. Then there's a lot of time on the phone, with networking events thrown in the mix. We look to find the right mix of activity to utilise our sales teams' strengths.

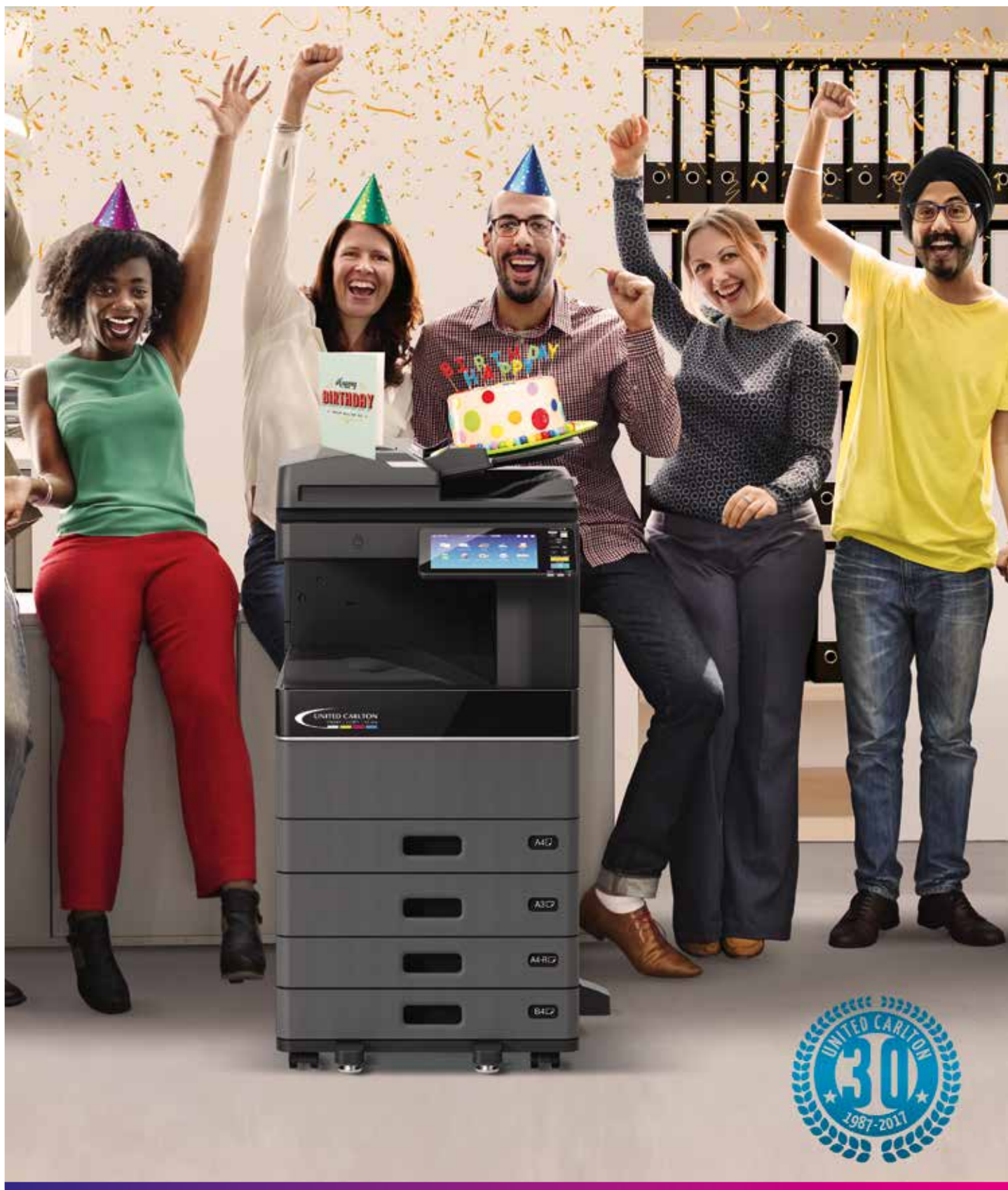
Q: What would make your job easier?

A: Unfortunately, due to the history of our industry, it's a difficult career for enthusiastic sales people to succeed in. Many businesses still have a negative opinion of the managed print service provider despite the number of excellent providers focused on client service before maximising profit. A change in how businesses view our industry would be a great start.

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60 seconds with....

Ken Sturdy, *Managing Director, IT@Spectrum*



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

The opening in 2017 of our new group HQ premises – The View – for IT@Spectrum and sister business The One Point, in parallel with our decisions to recruit an in-house marketing team and to double the size of our quota-bearing external sales team.

Where do you see the next big opportunity?

The increased capacity created by all the above! Once everyone is established and operating to their full potential, the opportunity for growth is considerable.

What would make your day job easier?

A few less emails!



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

Surround yourself with people cleverer than yourself, and then give your job away.

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

No regrets about the decisions I've made, but making them quicker could have accelerated progress. More and better analytics and data visualisation tools at an earlier stage – the likes of which we now have access to and supply as a service to our clients – would have helped.

Describe your most embarrassing moment.

Lacking any knowledge of Rugby League, I was asked to choose Man of the Match at a televised game that we were sponsoring. Unbeknownst to me, I chose the most hated man on the pitch – the stadium fell silent before the booing started!

What was your first job?

Picking peas for Birds Eye as a student, before starting as a Trainee Copier Service Technician.

What would be your dream job?

Team Principal of a top-flight motorsport team. Formula 1 or WRC (World Rally Championship) would do!

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

If it's Friday, the latter. Otherwise, the former.

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

An M-Sport (British team) Ford Fiesta WRC Rally Car in the World Rally Championship.

Favourite holiday destination.

UK: North Yorkshire Moors National Park.
Abroad: The Maldives.

How do you like to spend your spare time?

Competing in club level motorsport events (rallying and autotesting) as a regular driver and occasional co-driver; and trying to get a little fitter (I've just entered a 10k run for charity). Otherwise, spending as much time as possible with the family at our holiday cottage in North Yorkshire.



Photo: © World Rally Championship. @world

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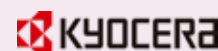
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