

PRINT MANAGEMENT SERVICES

Owen Pilling Graphics Ltd

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THE COMPANY

OPG Ltd was formed in 1995 by current Managing Director Owen Pilling. He has devoted a lifetime to caring for other peoples' corporate image through digital vehicle graphics and vehicle wraps.

THE ISSUE

- Toner supply was also handled by different providers, often resulting in machines being out of operation as they waited for their supply toner.
- They did not have in place a service contract on their machines meaning that if one broke down it often proved costly for them to repair it.
- OPG Ltd operated no print management system. This meant it was impossible to keep a record of printer usage and to reduce costs in this area.

THE SOLUTION

Document Data Group provided OPG Ltd with six printers with two being multi-function devices and all were covered by a comprehensive service contract. Additionally, their toner supply was automated meaning new stock is sent automatically.

Software was installed to ensure that reports were sent to management at OPG Ltd to make them aware of who was printing and what it was they were printing.

OPG LTD COMMERCIAL OPERATIONS MANAGER STUART RITCHIE SAID:

“Document Data Group took the time to visit us, assess our printer usage and find tailored solutions. It gives us a great deal of peace of mind knowing that we have comprehensive cover on all of our machines, with engineers close by should anything go wrong, while also knowing that they even make sure we are always well stocked with toner.”

“This year alone we expect to make savings of £3,000 based on our present usage. That money will allow us to invest in other areas of the business but it wouldn't have been possible without the thorough service provided by Document Data Group.”