

PRINT MANAGEMENT

“A great asset to our company”



Director Stephen Ballantyne said:

“The ability to print documents is a key part of our business and Document Data Group have been exceptional in ensuring this happens. A great asset to our company.”

THE COMPANY

McNair’s Building Supplies are based in Kirkintilloch, Glasgow supplying specialist timber, building and roofing supplies to the industry for over 30 years.

THE ISSUE

Despite the prediction in the 80’s that we were rapidly moving towards a “paperless age”, it is evidently not the case for a lot of businesses today. One of these is McNairs builders merchants, a successful independent merchant in Glasgow. After careful analysis McNairs have predicted they will print in the region of 3 million documents in the next 5 years. The company is growing rapidly and due to the business model Director Stephen Ballantyne cannot see a way of reducing paperwork.

As its evident that print is a key element of McNair’s business, they needed a company they could rely on and trust. Having a machine out of commission can cause major issues to the running of the business

THE SOLUTION

Document Data Group won this business ahead of competition installing a fleet of UTAX devices. The UTAX brand has won several BLI awards for being “an excellent overall performer” and “delivering outstanding reliability”. In addition, Document Data Group pride themselves in their excellent customer service levels. For the first quarter of 2018, DDG have completed 1092 maintenance calls with an average response rate of 1.32 hours and a fix rate of 2.4 hours.

documentdata



"Simplifying your documents, securing your data"