



Serving the MPS community

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OUTSOURCING THE TONER SUPPLY PROCESS

We are pleased to announce that 2serv and CBS, the UK's leading service management software solutions for MPS and print management providers, are now fully integrated with Westcoast and Data Direct, the leading toner supply outsourcers.

This integration enables our customers to increase efficiency and profitability by automating and speeding up the end-to-end replenishment process whilst taking advantage of the greater buying power of these outsourcers to reduce the cost of toner, both OEM and compatibles. It eliminates the need for resellers to maintain costly warehouse stock for all print devices supported and speeds up the delivery process. The outsourcers also provide other benefits including online and telephone-based support for any technical issues that end users may have with installing replacement toner cartridges. They also offer access to up to the minute pricing and stock levels along with seamless automatic order processing and comprehensive reporting capabilities.



PRODUCT NEWS

CAPTURE-IT GETS EVEN BETTER

Capture-IT, the market-leading automated meter reading collection module has just been enhanced to deliver even more benefits to users. It now enables resellers to set toner alert percentages for individual devices rather than model types. This allows the automated alerts to be fine-tuned to meet the specific requirements of each print device and ensure that toner is replaced at the optimum time to maximise usage.

This new capability better supports 'just-in-time' stock supply and keeps toner costs to an absolute minimum. It enables resellers to achieve greater control over the whole toner replenishment process to increase profitability whilst delivering a better customer service at a lower cost.

NEW 2SERV CUSTOMERS



ARGON OFFICE SYSTEMS

Argon Office Systems, one of the Isle of Man's leading suppliers of IT and Print services, has upgraded its service support capability after installing 2serv and 2room. The new system was selected after a recommendation from Konica Minolta and has streamlined internal workflow processes and enhanced service delivery.



According to Iain Fairbairn, Managing Director of Argon Office Systems: "2serv has increased the efficiency of our service operation and enabled us to integrate our service, stock and accounting functions. It has enabled us to provide more proactive support to customers, whether supplying a single toner cartridge or a complete IT infrastructure project."

COPYRITE DIGITAL SYSTEMS

Copyrite Digital Systems, the Liverpool-based Ricoh Premier Partner of document and print management solutions, has selected 2serv to enhance operational efficiency across its business.



"Having been a CBS user for many years, it was a natural choice to select 2serv. As well as tightly integrating with our Sage accounting system, we are deploying the system on a subscription basis without the need for any upfront capital expenditure. The system will pay for itself as we use it," stated Tom Doyle, Managing Director of Copyrite Digital Systems:



Ian Melrose
Business Development
Consultant

Industry veteran Ian Melrose has been appointed as Business Development Consultant and will be working closely with new and existing customers to deliver additional technical support. He will also provide expert input into the company's ongoing product development roadmap. With over twenty years' experience of the copier industry, Ian was previously Head of Professional Services at CityDocs. Prior to this, he was Digital Solutions Manager for Océ and a solutions specialist at the NRG Group.



Vincent Gilbert
Helpdesk Consultant

Vincent Gilbert joined as Helpdesk Consultant and is responsible for providing the highest level of telephone and online support for Purpose Software's full range of service management software solutions. He has over eight years' IT support experience and joined direct from Chiltern IT, a national distributor of enterprise computer components. Prior to this, he was a Technical Support Specialist at Sky before joining 5G Communications as a Technical Support Analyst.

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