

PRINT MANAGEMENT

"Their excellent customer service has been of real value to our team".



"We are delighted to work in partnership with Document Data Group while we have continued to develop as a service. Their excellent customer service has been of real value to our team in meeting our printing and data needs."

Operations Director, Liam Mehigan

THE COMPANY...

Established for over 15 years, the Abbeycare Scotland provides private addiction treatment options for those suffering with alcohol and substance use issues.

THE SOLUTION....

Abbeycare Group have been a customer of Document Data Group since 2016. Data Security and costs were of high importance to them, and it was important that the solution presented took these into consideration.

Document Data Group installed a new Multifunctional Device with many features such as Tiered Billing, Data Security Kits, Pin code release and Job Accounting.

Tiered Billing, a standard feature with the A3 UTAX devices has been of great benefit to the company.

They print a high volume of colour copies however the colour coverage on each page is not particularly high. 83% of their coloured prints falls into the cheapest price category with tiered billing whereas if they were with another company who don't offer this facility the cost would be the same as printing a full colour document. This is a huge financial benefit.

The organisation holds a lot of sensitive data and therefore security of this information is of utmost importance. The device itself has a Data Security Kit installed which overwrites every single document printed. In addition, all employees have their own pin code to release documents thus preventing any documents being left on the print tray.

Finally, Abbeycare Group use a functionality called "Job Accounting" which allows them to obtain a report each month that details who prints what. This can be per department or each individual.

PRINT MANAGEMENT

"We have been consistently impressed with the quality of their service".



BLANEFIELD HOUSE

Care Home

"I have been a customer of Document Data Group since 2014 and have been consistently impressed with the quality of their services. The printers and devices they provide are not only reliable and efficient, but also highly secure. I believe this is a testament to the quality of the products and the maintenance provided by the company's technicians.

In addition, the support provided by our Account Manager has been exceptional. They have always been responsive and helpful in addressing any issues we may have encountered. I highly recommend Document Data Group for anyone in need of printer services and support."

Managing Director, Miss Puja Poddar



THE COMPANY...

BlaneField House Care Home provides high quality care and accommodation for 40 elderly guests.

THE SOLUTION...

BlaneField House Care Home have been a customer of Document Data Group for 9 years. Being within the care sector, document security is of high importance to the company.

Document Data Group provide a mix of large multifunctional devices and small compact A4 devices within the care home. The A4 devices are located within the Directors offices to allow the printing of sensitive information within an enclosed environment.

The Multifunctional Devices are all fitted with Data Security Kits. This deletes and overwrites any documents in the memory area of the printer. The process happens automatically giving the customer peace of mind that the print fleet is secure.

Tiered billing has also been of great benefit to BlaneField House. This is a function unique to the UTAX A3 devices which means the customer "only pays for the amount of colour used". The device calculates the amount of toner used to produce each page and records the page against one of three meters. In the case of BlaneField House 80% of their coloured copies fall into the lowest price meter which is a great cost saving that they wouldn't get with other suppliers.

PRINT MANAGEMENT & DOCUMENT MANAGEMENT



"Having been duped by a previous photocopier supplier requiring us to have to threaten legal action before being released from the contract it was important to me that I could trust the next photocopier supplier with whom to place our business. I knew and had done business with David Forsyth, the owner of Document Data Group, in his previous role in Telecommunications and when he started up in the photocopier business it was an easy decision to place our business with Document Data Group. We have been with them ever since and have not regretted this decision.

The staff are very efficient and helpful, our toner usage is monitored, and new toner cartridges supplied before the existing toner runs out. Each time we require additional machines we have no thought of going elsewhere to supply the additional equipment.

The major advantage in placing our business with Document Data Group, however, is that I do not have to be on my guard and I can relax knowing that I am dealing with a reputable company".

Finance Director, George Johnston

THE COMPANY....

Northcare (Scotland) Ltd is a family run business established some 30 years ago comprising of eight care homes in South Lanarkshire, Glasgow City, East Renfrewshire and Edinburgh.

THE SOLUTION....

Northcare (Scotland) Ltd have been a customer of Document Data Group for over 14 years. We believe this is because we took the time to understand the business, matched them with a solution that supports their needs, and followed this up with excellent service levels.

Document Security is of high importance within the care sector, and we have implemented a Print and Document Management Solution to meet this requirement.

Having key documents such as finance documents stored electronically in the document management system not only enhances security but makes retrieval faster, improves disaster recovery processes and using features such as workflows will increase productivity.

Post pandemic it was clear that the access to information as well as the movement of data needed to be more automated to reduce the points of contact with paper documents across the organisation.

Northcare (Scotland) Ltd have a mix of A3 and A4 print devices within the care homes. The A4 devices are space saving tabletop machines located at nurses stations to make them easily accessible throughout the day. The larger A3 devices are located within the main office of the care homes for heavier office related document printing.

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THE COMPANY....

Pepperwood Care comprises of six care homes for the elderly throughout Scotland.

THE SOLUTION....

Pepperwood Care have been a customer of Document Data Group for 6 years. DDG provide a range of A3 and A4 printers/photocopiers. These machines are reliable, have great scanning functionality and give the customer the ability to print from site to site which they find very useful.

Having a few sites in the north of Scotland it was important for Pepperwood Care to have a print provider who could provide as good a service to these sites as the ones located within the central belt.

Document Data Group invested heavily in UTAX Fleet Services which is a bespoke monitoring solution that allows us to fix many issues remotely. 60% of helpdesk calls are now resolved using this software and this can be anything from issues loading toner, resolving errors or installing new software.

Pepperwood Care have a site in the Highlands and for this site reports show a 100% first time fix. For any issues logged the average solution is achieved within 33 minutes of initial awareness.



"The service from DDG has been impeccable from the start. Nothing has been too much trouble. As the business has grown, DDG have grown with us and provided good quality equipment that has helped to improve the efficiency and performance of the business".

Jai Chohan, Director



PRINT MANAGEMENT & DOCUMENT MANAGEMENT

"The team at Document Data Group has been nothing but supportive and helpful"



"The team at Document Data Group have been nothing but supportive and helpful. Darrin is an ideal Account Manager with nothing too small to help with, providing positive solutions and always available."

Financial Director, Harry Locherty.

THE COMPANY....

Priority Care Group specialises in providing high quality individual care for the elderly. The Group comprises of four quality nursing homes in Tayside, Perthshire and Aberdeenshire.

THE SOLUTION....

Priority Care have been a customer of DDG since 2016 for both Print and Document Management Solutions.

An A3 Multifunctional device can be found at each location as well as tabletop printers at convenient positions throughout the care homes. These smaller printers are built for commercial purposes and therefore much more cost effective to run than your typical desktop printers readily available on the high street. The A3 devices have a unique cost saving billing system called Tiered Billing. The device calculates the amount of toner used to produce each page and records the page against one of three meters. This means Priority Care aren't paying the same costs for a small amount of colour on the page compared to a full colour copy.

Care facilities are audited on a regular basis by the Care Inspectorate and having documents stored in a safe and secure format with quick retrieval is of high importance.

Document Data Group worked alongside Priority Care to implement a Document Management System that meets the requirements of document security. Files are all locked down with the system only granting access to authorised persons and a full audit trail is available. In addition, documents can be retrieved quickly using key search fields.

Post pandemic it was clear that the access to information as well as the movement of data needed to be more automated to reduce the points of contact with paper documents across the organisation.

Implementing this system highlights Priority Care's commitment to data security and their ongoing drive to stay at the forefront of the care sector.

