

Introducing Capital Solutions



A Guide to purchasing Office Equipment and Document Solutions
under the National Framework Agreement PS-08-003



RICOH



Laserfiche

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“ As a major independent Scottish dealer, I’m delighted with our appointment as an Approved Supplier to the newly awarded Procurement Scotland Framework. This new Agreement is designed to take the hassle out of procurement, deliver substantial cost savings and efficiencies and ensure you get the best possible document solution for your organisation.”

Tom Flockhart



Managing Director

Introduction

Capital Solutions has over 30 years experience in the office equipment industry and an excellent reputation for delivering complete document solutions with exceptional technical support. We supply a range of office equipment from Ricoh and Hewlett Packard including multifunctional devices, printers, copiers, faxes and scanners, complimented by an extensive suite of digital software designed to manage the complete document life cycle.

We service only the Scottish market – through our regional branches in Edinburgh, Glasgow, Aberdeen and Galashiels, so you can be assured that all elements of our contract management, including billing, end-user training, and ongoing technical support are conducted here in Scotland.

Capital has many years experience working across the Scottish public sector, helping clients make significant reductions in print costs, giving them control of their document processes and minimising their impact on the environment.

We would be delighted to show you our range of products and document solutions at any of our branches and give you a flavour of our organisation's capabilities, our commitment to quality, customer service and the environment. With a team of over 150 dedicated staff delivering excellent solutions and outstanding support, Capital is ideally positioned to be your document solutions partner.



smooth workflow



Digital office equipment

As a major independent Scottish dealer, we offer the very latest digital office equipment from Ricoh and Hewlett Packard:-

- **Multi-functional Devices** (mono & colour) – Ranging from entry level to 135ppm very high volume (VHV) devices for print room environments. Our comprehensive range of MFDs is designed to bring printing, copying, faxing and scanning into the one unit.
- **Printers** (mono & colour) – Our printers deliver high-quality printing on demand. Choose from standalone or networked printers for high impact, cost effective in-house mono and colour printing.
- **Copiers** (mono & colour) – These devices provide cost conscious organisations high-speed, high-volume image duplication solutions designed to increase productivity.
- **Large Format** (mono & colour) – Our large format devices can produce in-house prints of maps, drawings, images or posters. These multifunctional printers can help you copy, scan and print all your large-format documents quickly and conveniently using one integrated device.
- **Digital Scanners** – Scanning documents into digital format has never been easier with our high-quality, user-friendly auto-feed scanners, capable of digitising a wide range of your paper documents.
- **Fax Machines** – A full line up of feature-rich fax machines ranging from affordable multifunction models that also provide convenience copying and printing to our high speed, encryption enabled SecureFax products.



well equipped



Document software solutions

Our suite of software applications is designed to help you produce, process, store, retrieve and manage your documents more effectively:-

- **Equitrac** – This software can provide you with true print security and reduce printing costs by directing output to your most efficient printer or MFD. It also lets you track, analyse and allocate costs to specific devices, users or clients.
- **eCopy High Speed Scanning Software** – Transform your paper documents into electronic information. This software also integrates paper documents into electronic workflows and enhances document security, traceability and maximises employee productivity.
- **SafeCom** – with a SafeCom print management solution, documents follow users to the printer of choice and can only be printed when users identify themselves. Typically a SafeCom solution cuts printing costs by 20% or more. This software solution is also environment-friendly as it reduces paper and toner waste.
- **Laserfiche Electronic Document Management Software** – With today's demands for instant information, our EDM solution will help you significantly reduce the time taken to file, store and retrieve a wide variety of different document formats.

Laserfiche is the world's leading EDM solution which can archive scanned images, digital files, emails, audio and video. This can all be managed from a single easy-to-use central interface.





complete control

Managed Print Service

This is a fully managed solution where we take responsibility for all your copying, printing, scanning and faxing requirements in an all embracing service. To begin with we carry out a detailed on-site visit to analyse your fleet of devices and copy/print volumes, to determine the total cost of running them.

Our objective is to optimise your fleet – removing any inefficiencies like underutilised and costly devices. We can then advise on appropriate printing policies and software solutions that will give you total visibility of the costs for the entire device fleet, broken down by device, user and department. By accurately measuring and monitoring your costs, it is much easier to reduce and control them.

We will also manage your ongoing supplies requirements and provide remote technical fixes to ensure that all your document devices have the maximum up-time. And with one supplier for all your service and supplies, you only need to manage one invoice.

Our Managed Print Service has three phases:-



ASSESS	OPTIMISE	MANAGE
Examine document process	Device Rationalisation	Reduce Device/Output Costs
Carry out detailed Device Audit	Document Output Strategy	Ongoing Performance Reports
Measure Volumes per Device	Consumables Management	Continuous Improvement
Determine Total Costs	Remote Technical Fixes	Ongoing Account Management



reduce output

Make savings & reduce your impact on the environment

Did you know that organisations spend up to 3% of their revenues on printing alone? By simply choosing a Managed Print Service from Capital you can significantly reduce these costs and also greatly reduce your impact on the environment.

Benefits include:-

- Up to 30% reduction in print costs
- Up to 25% reduction in consumable costs
- Up to 40% reduction in IT support calls
- Complete device/fleet management
- Fully inclusive cost per page

Environmental benefits include:-

- Reduced paper consumption
- Reduced ink & toner consumption
- Reduced energy consumption
- Digital scanning equals less print
- EnergyStar Equipment

Please call our Contract Managers for more information on our Managed Print Service.

significant savings

How to place an order

There are two ways to place an order for digital office equipment and document solutions under the Framework Agreement:-

Mini Competition

This should be used by organisations looking for a managed service, solution based offerings, purchasing large volumes of equipment and/or requiring a single supplier over a number of years. These type of purchases typically require interaction and further clarity from the suppliers.

Direct Buy

To be used for buying smaller quantities of equipment or low cost items where there is no need to go to mini competition.

To place an order please contact **Colin Quinn on 0131 550 9520 or email epsorders@capital-solutions.co.uk**.

If you require assistance, please contact one of our Contract Managers who will be able to advise on the best office equipment for your particular requirements. The contact details for our Contract Managers can be found on Page 16.



make contact

Our approach

For larger, solution-based offerings we have a structured process which helps us match your specific requirements with our proposed hardware and software solution. This involves:-

- **Information Gathering** – We begin by issuing a questionnaire which captures key information on your organisation and your document processes.
- **Site Visit & Audit** – Armed with this information, we then carry out a site visit. We speak with the relevant personnel, create floor plans of the existing copy/print environment and then run auditing software on the installed devices. This Audit can run between 2 and 6 weeks, dependent on individual requirements.
- **Report** – We then present our recommendations which will outline our proposed solution. This will be a combination of hardware, software and document workflow improvements.



green

Our commitment to the environment

We take our responsibility for the environment very seriously and environmental protection is a key management priority. All of our offices in Edinburgh, Glasgow, Aberdeen and Galashiels have the Environmental Accreditation BS EN ISO 14001. Capital has specific policies on waste reduction, recycling and only supply Energy Saving digital office equipment.

Key contacts

CONTRACT MANAGERS

Alistair Watt – Contract Manager – West of Scotland

T: 0141 418 4715 E: awatt@capital-solutions.co.uk

Fraser Roberston – Contract Manager – West of Scotland

T: 0141 418 5576 E: frobertson@capital-solutions.co.uk

Angela Gibson – Contract Manager – East of Scotland

T: 0131 550 9633 E: agibson@capital-solutions.co.uk

John Ritchie – Contract Manager – North of Scotland

T: 01224 576082 E: jritchie@capital-solutions.co.uk

Colin Quinn – Direct Buying Manager

T: 0131 550 9520 E: cquinn@capital-solutions.co.uk

GENERAL ENQUIRIES

T: 0800 048 4599 E: epscustomercare@capital-solutions.co.uk

OPERATIONS & LOGISTICS

Ross Haston – Operations Director

T: 0131 550 9602 E: rhaston@capital-solutions.co.uk

Callum Brown – Logistics Manager

T: 0131 550 9512 E: cbrown@capital-solutions.co.uk

SENIOR MANAGEMENT

Tom Flockhart, MD – Account Manager

T: 0131 550 9605 E: tflockhart@capital-solutions.co.uk

Lynn Harrison – Framework Co-ordinator

T: 0131 550 9629 E: lharrison@capital-solutions.co.uk

easy access



Placing a service call & ordering consumables

Placing a service call

When making a service call, please contact our Service Centres on the Freephone number below.

Our call out times are:-

Standard Equipment (MFD's & Printers) = 4 hours

Print Room VHV Equipment = 2 hours

FREEPHONE: 0800 048 4580

ePSService@capital-solutions.co.uk

Please have the following information ready before making your call:-

- Department Name / Address / Tel No
- Key Operator's Name
- Equipment ID No
- Make and Model
- Nature of fault and symptom, where possible
- Is the machine totally down or still providing basic copy/print output

Should our Service Centre, consider that a fault may be cleared by our Technical Help Desk, the call will be transferred directly to one of them. If the fault cannot be cleared over the telephone, your call will be passed to a locally based Field Engineer and dealt with within our contracted response times.

Ordering Consumables

All supplies and consumables can be ordered by calling our regional Service Centre:-

FREEPHONE: 0800 048 4580



Please state:-

- The make & model no. (MFD or Printer) that the supplies/consumables are required for
- Type and number of consumable units required
- Part no. of supplies/consumables required (obtained from the relevant machine supply information sticker on your machine).

Consumables will be delivered within 2 to 3 days of receipt of order.

distribution



-  Capital Solutions Service Centres
-  Sub-contractor Service Centres

Delivery times for equipment orders

Delivery time is within 10 business days from receipt of official order. Your Contract Manager or Direct Buying Manager will provide you with accurate delivery details following receipt of your order – either by telephone or by email. If there are any subsequent changes to indicated delivery times, you will be advised directly by our Logistics Manager.

Installation & training

Our in-house logistics and transport team will ensure a seamless installation process at the commencement of any contract. The team organise and manage all our installations/uplifts directly and have the necessary equipment to affect full delivery and installation. This team also co-ordinate service and IT personnel, to ensure that equipment is fully operational immediately following installation. For large multiple machine installations, our Contract Manager will liaise directly with your team and any incumbent supplier, to ensure a timely and seamless changeover.

Training will be given on installation by our Field Engineer. This will be followed with full operator training by one of our experienced Customer Training Officers. They are all fully manufacturer trained on all our digital office equipment and related document software. They follow up on every installation and give thorough and practical operator training to ensure that maximum user productivity is achieved in a very short space of time.

delivering



“ I hope you find our Guide useful. Capital is here to help your organisation. We want to make acquiring Office Equipment and Document Solutions as simple and straightforward as possible. With our experience and knowledge we will help transform the way you produce, process and distribute documents. Working with us will give you greater control, streamline your document processes, minimise your impact on the environment and radically reduce the costs associated with document output.”

Tom Flockhart