



HOE
Highland Office
Equipment


**Capital
document
Solutions**

NEWS


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senator

Capital connection keeps HOE ahead of the rest

With the acquisition of local family firm Highland Office Equipment in February this year, Capital is now Scotland's largest independent provider of office equipment and document solutions.

"We aim to achieve a turnover of £30million by the end of 2016 or earlier," says Tom Flockhart, managing director and founder of Capital Document Solutions. It's a bold target, and one he and his team intend to reach by helping local businesses and major public sector clients save money on their document processes and production and delivering service that exceeds expectations.

Capital's impressive client portfolio includes high-profile businesses such as Baxters and Robertsons, the government agency Historic Scotland and BP platforms in the North Sea, as well as universities, local government, public and voluntary sector clients.

Operating from the Borders to Shetland, this is a national company with a strong local presence. Tom Flockhart revealed: "We operate across the whole of Scotland, providing national service from local staff operating from regional branches in Edinburgh, Glasgow, Dundee, Aberdeen,

Shetland and now Inverness, dedicated to serving and supporting businesses in their own area."

For Highland Office Equipment customers this means it's very much business as usual, as HOE sales director Alex Main explained.

"All the familiar faces – are still here, and we will continue to trade in the Highlands as HOE under the Capital Document Solutions brand.

"We'll remain the first stop for local clients for all office equipment, document solutions, office furniture and stationery – the whole package.

"We are now in an exciting phase where we can provide customers with access to an even greater range of equipment and document solutions from our global market leaders and suppliers, such as Ricoh, Konica Minolta and HP.

"Capital's proven expertise in the major corporate and public sector markets will also benefit our existing as well as new customers. It is an approved office equipment supplier under the government's National Procurement Framework with the infrastructure, service and support in place across Scotland as demanded by the public sector service. As such HOE

can now call on the group's experience and resources to fully engage with the local public and voluntary sectors in the Highlands."

The core of the business remains as ever: outstanding advice, products and service.

HOE service director Steven McLennan said: "Every customer is important to us, from the customer who drops in to pick up a box of paper or a small desktop device to large corporations looking to integrate their document workflow across multiple offices.

"It's what we continue to build our business on."

Tom Flockhart agrees. "HOE already has that reputation in the region for best advice, best product and best after-sales care," he said. "It's an ethos we share at Capital. In fact we were presented with the prestigious Best Service Award at the Government Opportunities (GO) Awards Scotland in October 2012 in recognition of our high level and quality of service in the public sector.

"Together HOE and Capital can offer service like no-one else can.

"Our mission is simple: to be the very best."

CUSTOMER COMMENTS

"Springfield has been dealing with HOE for over 10 years, and I've known the team there for over 20 years. I first chose HOE as a supplier as Roy McLennan, co-founder of the company, was a nice chap. HOE is always up to date with the latest technology and their level of service is what keeps me coming back. It is a good company to deal with. I trust them."

Innes Smith, Managing Director, Springfield Properties (House Builder of the Year 2013)

Springfield



Above: Keeping office supply stock local, stock control team Nick Macintosh (left) and Neil Munro.



Right: Service to your desk, from your Highland delivery and installation team James Gibson (left) and John Bisset.



Investing for success

Following the acquisition of HOE, Capital's turnover for 2013 is expected to be in excess of £2.1m which puts the expanded company in a strong position.

To ensure it reaches its target of £30m by no later than the end of 2016, Capital is continuing to invest in its future.

Newly appointed commercial director Murray Rudkin has been given the task of strengthening the support, staff and infrastructure needed to achieve further growth.

Further investments will directly benefit local customers.

Tom Flockhart said: "We're looking to invest in the expansion of our new Inverness office to further enhance the already high level of support to local businesses and organisations in both the private and public sectors.

"We're planning to refurbish the HOE building and install new state-of-the-art telephone systems.

"We have also recently installed a new £1m internal computer system across our group which has integrated the systems in our six branches in Scotland. This will help us take our business to a whole new level."

DIRECTOR PROFILES

During nine years as a copier sales specialist and three years in Aberdeen dealing with the demands and deadlines of oil companies, Tom quickly learned to fully understand customers' needs and deliver service and support to exceed expectations.

He founded Capital Copiers (later Capital Document Solutions) in Edinburgh in 1979, quickly building a reputation for the highest standards. Tom actively campaigned to "clean up" the UK copier industry following major scandals in the 1990s. As a result he was asked to advise the Office of Fair Trading, the Finance Leasing Association and a local legal firm acting on behalf of customers who had been "duped" by unscrupulous companies and contracts. Leading by example, Tom set a clear benchmark for the principles that should be followed.

His enthusiasm for the "Copier Market" is well respected and recognised. He is known for his energy in driving his business and motivating staff. Tom's vision is to fully supply and service all areas across Scotland from strategically based branches that cover all market sectors: SMEs, corporate and public sector. He believes passionately in maintaining local branches to serve local business; investing in highly trained local staff committed to maintaining standards and reputation; and delivering outstanding service and support to clients.

Tom Flockhart

Managing director,
Capital Document Solutions



Alex's father, the late Bill Main, co-founded HOE in 1974 and was well known and respected in the industry. Alex joined the family business 21 years ago, working his way up through sales, from sales executive to sales manager; then, as sales director, he helped develop HOE into one of the largest suppliers of office equipment in the north of Scotland.

Over the years he has seen many competitors come and go. Alex puts the enduring success of HOE down to the family tradition of giving customers sound advice, supplying them with the best product, and then providing the very best after-sales care.

Local, born and bred, Alex is keenly aware of the logistical challenges facing businesses in the Highlands and Islands. Under his direction, HOE steadily expanded to deliver its uniquely personal service across an area the size of Belgium.

Following the merger with Capital, Alex is proud that HOE has now become part of the largest independent office equipment company in Scotland while still retaining that personal touch at local level.

He relishes the opportunity to grow the business further in the private and public sectors in what is certain to be an exciting future for the Highland area with the founding of the University of the Highlands and Islands and the growing renewable energy industry.

Alex Main

Sales director,
Highland Office Equipment



Son of co-founder Roy McLennan, Steven has been with the company since January 1996 when he started his career at HOE as a trainee photocopier salesperson.

He has seen massive changes within the company since then, one of which was the move from Highland House in Longman Road to the current custom-built premises in Harbour Road.

Steven has helped shape the business with opening and developing new accounts such as Dounreay and NHS Highland. Steven said: "I am particularly proud of these accounts as we were the first company to install networked digital devices into these organisations."

He added: "I have always been and will continue to be driven to deliver to our customers the best products supported by the very best in after-sales support."

Steven McLennan

Service director,
Highland Office Equipment



Murray Rudkin has recently joined Capital Document Solutions in the newly created role of commercial director to support the growth of the company to £30m by 2016.

Murray has spent much of his working life in the leisure industry, working for the market-leading fitness equipment supplier Life Fitness. He worked his way through the ranks from sales executive in the Scotland area, to UK sales manager, to sales director and more recently managing director.

MBA-qualified, Murray brings with him a wealth of experience in both sales and business management and will be a key member of the team.

Murray Rudkin

Commercial director,
Capital Document Solutions



Right: Ensuring everything runs smoothly – logistics manager Kevin Manson.

Far Right: First contact for customers, sales support and administration team (from left) Helen Cleland, Janette O'Conner and Louise Mackay.



Richard (a.k.a. Tiger) is well known in the office machine and supplies trade. He began his career as a service engineer over 30 years ago, then moved into sales when he joined Highland Office Equipment.

Richard has now been with the company for 22 years, serving businesses throughout the Moray and Grampian area with his wealth of knowledge and experience in all aspects of office equipment.

Richard Main

Moray and Grampian sales executive, Highland Office Equipment

CUSTOMER COMMENTS

"HOE has been supplying our offices in the north with office furniture, photocopiers and multi-functional devices for 20 years now.

Over that time we have built a good relationship with the team there. We have continued to choose their service due to the favourable costing and high quality of their products. Their after sales service is also really very good."

**Sandra Marr, Facilities Manager,
Johnston Carmichael Chartered
Accountants**



JOHNSTON
CARMICHAEL



KONICA MINOLTA WORKING IN PARTNERSHIP FOR OVER 30 YEARS



Bizhub 754e

- Speed A4/A3: colour 60/30 ppm; black & white 75/37 ppm
- Paper formats: A6-SRA3, custom formats and banner format up to 1.2 metres length
- Award-winning 9-inch colour touch panel with multi-touch support (BLI Pick of the Year 2012 – Outstanding achievement in control panel design)
- Dual-scan document feeder scans recto and verso of double-sided originals in one run at a speed of 180 ipm
- Modular finishing and paper tray options for custom configuration

Bizhub 25e

- Speed A4: black and white 25 ppm
- Paper formats: A6-A4 and custom formats
- Up to 2,100 sheets paper capacity in up to 5 trays
- Reverse automatic document feeder
- 5.7 inch monochrome touch screen



Konica Minolta Business Solutions (UK) Ltd has been working in partnership with Highland Office Equipment for over 30 years, it being the only dealership in the UK to have a Konica and a Minolta dealership prior to the merger of the brands in 2003.

Nadeem Sher, regional sales manager, Konica Minolta Business Solutions (UK) Ltd, said: "We are delighted with the recent development of Highland Office Equipment, now part of Capital Document Solutions. The acquisition by Capital Document Solutions has considerably strengthened Highland Office Equipment's position in the Highlands and Islands. We look forward to their continued success and their development in the public sector arena."

Konica Minolta has a customer-friendly approach across its indirect network and forms mutually beneficial partnerships with its dealers, building strong relationships on more than simply a transactional manufacturer basis.

This close partnership sees Konica Minolta working on a variety of projects together, providing Highland Office Equipment with not only an award-winning portfolio of hardware and solutions but also a range of business support tools from online blogging to regional events and technology training.

Konica Minolta is working with the company to develop a vertical marketing plan to help Highland Office Equipment and Capital Document Solutions reach new markets and build on their expertise in key business processes – all aimed at helping local businesses save money by streamlining their document processes.

Konica Minolta Business Solutions (UK) Ltd specialises in the provision of digital print production solutions, MFDs and end-to-end managed print services through its exclusive Optimised Print Services methodologies and consultative approaches.

With a range of global award-winning multi-functional printers and digital print production technologies, Konica Minolta is able to streamline customers' document and print workflows, increase operational efficiency and reduce overall effect on the environment.

From high-speed bizhub PRO and bizhub PRESS production printing systems to efficient MFDs and small but robust all-in-one devices, the innovative hardware products deliver colour and/or black and white output of outstanding quality.

Powerful software applications and intelligent service tools turn the comprehensive product selection into customised integrated communication solutions.

Bizhub C284e

- Speed A4/A3: 28/14 ppm in colour and black & white
- Paper formats: A6-SRA3, custom formats and banner format up to 1.2 metres length
- 9-inch colour touch panel with multi-touch support
- Dual-scan document feeder scans both sides of double-sided originals in one run at a speed of 160 ipm
- Modular finishing and paper tray options for customised configurations





Dedicated to helping clients save money and enhance productivity

Whether you wish to reduce copy and print costs, streamline document workflow, enhance document security or increase productivity, HOE and Capital have the solution.

Tom Flockhart explained: "Both businesses have over 35 years' experience in the office equipment and document solutions market place. We are jointly recognised as premier dealers for the best available brands.

"According to latest market research by Infosource on the UK sales of multi-functional office devices [MFDs], Ricoh are number one and Konica Minolta second. The top selling office printer range is HP.

"So we supply the three global leading brands for multi-functional devices, copiers and printers."

Alex Main added: "As an independent supplier we consult with our client to determine the best equipment and solutions to suit their particular needs, whether it's simply for a device or a total print management solution."

Print management and software solutions are exciting developments which can dramatically improve document workflow while reducing costs.

Tom Flockhart said: "Many businesses still have a large uncontrolled fleet with a mix of copiers and desk printers which are very inefficient and costly to run.

"Our Audit Team can typically help clients reduce the number of devices in their office by up to 70 per cent, significantly reducing operating costs

by 30 to 40 per cent.

"By significantly reducing the numbers and mix of devices, you also reduce your impact on the environment."

Installing print management software across your print network can also increase flexibility and enhance document security.

A number of controls (rules and routing) can be put in place to prevent or minimise colour printing, eliminate unauthorised use and print reports of usage on demand.

"Follow-me printing" enables any operator to print securely from any device in the building or outlying office when they wish. MFDs will only print when the operator is present at the machine and swipes their card or puts in a PIN code. Documents won't sit in a tray where other people can see them or pick them up by mistake. If the print job is not collected within a set time, it's automatically cancelled which saves on paper and other running costs.

Print management software provides total control over what is used and when, increases cost savings, provides absolute security and reduces environmental impact.

In addition, a fleet management system can cut down on the day-to-day maintenance.

Alex Main said: "Capture IT or @Remote software links a customer's network with our maintenance network. The copier/MFD automatically emails us to order its own toner and consumables – so we can despatch in plenty of time.

"We can also dial in to the device to diagnose any faults that might arise and fix them remotely or send our engineer. This keeps downtime to an absolute minimum, as well as our carbon footprint."

Above: Finding the right machine for your needs, HOE digital systems sales team (from left) George Lowe, Colin MacLeod (CTO), Gordon Mackenzie and Fenn MacKay.



Essential supplies for your everyday business, HOE stationery sales team George Elder (left) and Norma Mackenzie with office furniture sales executive Ewen Gallie.



Capital Document Solutions managing director Tom Flockhart (left) and HOE sales director Alex Main with Thelma Henderson, managing director of Scottish Provincial Press.

CUSTOMER COMMENTS

"At SPP we looked at consolidating our fleet of printer/ copiers for our group and in the end we purchased a number of machines from HOE. They were able to deliver the right machine for the right price for our different office requirements. This also resulted in attractive annual savings to our business. They also set

up automated procedure for monitoring the usage of consumables and these are then delivered to our respective offices in advance of being required, which makes sure we never run out."

John Currie, Market Development Manager, Scottish Provincial Press



RICOH

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RICOH MP C3003

PRESTIGE PARTNER IS RICOH'S SUPPLIER OF CHOICE

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions. It is known for the quality of its technology and the exceptional standard of its customer service and sustainability initiatives.

In the UK, Ricoh has a long-standing relationship with both Capital and Highland Office Equipment that goes back over 15 years. Today that relationship includes support for the Scottish National Framework Agreement and a prestigious partner accreditation. As a Prestige Partner, Capital Document Solutions has achieved the highest accreditation possible from Ricoh UK. This has been achieved through a consistent record of winning national contracts with Ricoh hardware and software, along with the provision of the highest standards of professional services throughout Scotland. The acquisition of Highland Office Equipment, such a renowned business brand and a name that will be retained in the new organisation, extends this nationwide reach even further.

Paul Cheetham, director at Ricoh UK, says: "Capital Document Solutions is a trusted partner of Ricoh, sharing the same values of ethics, integrity and exemplary customer service. The recent acquisition of Highland Office Equipment is testament to their strategic outlook and we look forward to helping them deliver more of Ricoh's market-leading solutions in the Highlands and Islands."

Ricoh is widely recognised as the number one in the UK for office multi-functional products (MFPs). When it comes to increased productivity and image reproduction, Ricoh's new generation MFPs, such as the Ricoh MP C3003SP/MP C3503SP, are in a class of their own. With a compact and space-saving design, these MFPs have the smallest footprint in their class. They are also Energy Star compliant and have the lowest Typical Electricity Consumption (TEC) values in their class for superior environmental performance and lower Total Cost of Operation (TCO).



Ricoh MP C3003 has a market-leading TEC of just 1.2 kWh

Ricoh is also one of the faster-growing production print players in Europe, rising to number two in the market in just five years. Indeed, Ricoh now accounts for three in every 10 production devices sold in Europe. New Ricoh devices, such as the Pro™ C5110S and C5100S Digital Colour Production Systems, bring flexibility and high image quality to the light production market.

The light production models are a versatile choice for print rooms (CRDs) seeking high-quality in-house print capability or digital and quick printers. These additions join the Ricoh, Pro™ C751 and Pro™ C651 digital colour production systems, providing a new choice for those seeking a flexible, reliable and affordable solution to generate professional output every time.

As Ricoh's leading partner in Scotland, Capital Document Solutions and Highland Office Equipment are well placed to provide Ricoh's innovative range of products and solutions across all markets. With localised marketing, product availability, service and customer services, they are continuing to score one of the highest ratings of all Ricoh partners in the UK. Ricoh UK benchmarks its partners on a regular basis against some strict criteria, such as technical excellence, customer satisfaction, compliance with environmental issues, financial strength and ethical working practices.

Capital Document Solutions is, therefore, well positioned to achieve superior and sustainable growth during the next few years and beyond. Businesses of all sizes are choosing Ricoh for its extensive range of print and document management solutions. This popularity is reflected throughout Scotland, where the supplier of choice for Ricoh has always been, and continues to be, Capital Document Solutions.

RICOH Pro C5110S





Delivering a fast fix across the Highlands – workshop manager Roddy Cameron (second left) with service engineers Donald Cameron (left), Laszlo Nagy (centre), Arthur Sokolowski and Duncan Graham (right).

ON CALL ON SITE ON TIME

With its own fully qualified engineers strategically placed locally throughout the Highlands and Islands, HOE can reach customers fast, whenever and wherever they're needed.

Tom Flockhart explained: "It's important to keep downtime to a minimum. In Highland alone, we have 12 engineers covering the whole area from Oban to the Western Isles, Wick to Elgin.

"Each branch at Capital employs its own team of engineers. We also have a resident service engineer in Shetland."

Staff loyalty has been a notable feature of the success of Highland Office Equipment, with some of the company's experienced engineers having built up more than 30 years' service in machine repairs.

National cover with a local feel



A Highland voice at the end of the phone – Julie Thomson, service call control and administration.

Both HOE and Capital have a reputation for providing personal service at local level.

Alex Main said: "We have a local service team based from our own in-house call centre in Inverness.

"So when a customer calls our service team they speak to someone based here in the Highlands, not a remote call centre. It means we can deal with requests locally and quickly.

"We also hold significant consumables and spares here at our Inverness warehouse. Clients can drop in and pick up toner if they require it urgently, or we can drop it off – no need to wait for the post."

Capital promotes that same local focus throughout the company.

Tom Flockhart said: "Each branch is fully responsible for its own local area. For example, our Aberdeen call centre handles the Aberdeen region. The team there know the logistics of the area, the vernacular and the unique needs of their customers.

"Whilst we cover the whole of Scotland, and have the skill and experience in dealing with multi-office accounts for large corporations, we are totally committed to delivering local service to local business."

CUSTOMER COMMENTS

"Meallmore Ltd has worked with HOE for 15 years. They have supplied photocopiers, scanners and office equipment across our whole group and continue to manage our scanners and printers in our care homes throughout Scotland.

The level of service provided by HOE is simply spot on. In all my time working for Meallmore – dealing with many different suppliers – they really are the best. They have always come through for me.

As an example, one of our fax machines went down. I put a call in to Steven MacLennan at HOE but he had a problem finding the fax module to fix our older model. So he found another fax machine, came out personally to install it and we were able to use it until he could source the fax module we needed.

It really is rare for a company to deliver that level of service. I would recommend them – 100 per cent!"

Billy Flynn, IT Manager, Meallmore Ltd.



New service for Highland customers

Colin MacLeod is the latest addition to the team at Highland Office Equipment. A well-known face in the Highlands, Colin has been working in the industry for over 20 years.

He is taking on the brand new role of customer training officer (CTO) in the Highlands, joining a team of seven across the Capital group.

Tom Flockhart said: "Each CTO is very knowledgeable about our products and software. Technology is changing all the time and we need to keep ahead of developments.

"Our CTOs champion our products – they know the machines, software and features inside out.

"When a company decides to change its office equipment, the CTO accompanies the sales person to present the product

and demonstrate its key features. They take time to understand what the client wants and know all the tricks and shortcuts to achieve the device's full potential.

"So when a customer invests in new hardware and software the CTO will train their staff – as often as needed – to ensure maximum user productivity in a very short time. This means the company can immediately make the most of its new investment.

"Our team of CTOs are highly regarded. Feedback from our clients has been outstanding and many have commented on the difference training can make to their workflow."

CTOs are based at each branch across the country, and Colin is looking forward to helping Highland businesses get the most from their office equipment.



Colin Macleod, the new customer training officer for the Highlands.

CUSTOMER COMMENTS

"The trainers themselves are to be commended as they had no end of patience, helping and supporting services to adapt to the new equipment, considering their requirements and providing training suited to them, while still supporting the objectives of the contract."

North Lanarkshire Council





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A world of leading brands from HOE and Capital



KONICA MINOLTA

Laserfiche

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SPICERS



Serving Scotland

Capital Document Solutions and HOE have 200 staff across six branches, serving and supporting their own local area.

For further enquiries contact the HOE sales team on 01463 239 764
sales@highlandofficeequipment.co.uk

Furnishing flexibility, choice and style

Specialising in office furniture and supplies in the Highlands for almost 40 years, HOE's Inverness showroom continues to provide the latest solutions for the modern office environment – all designed and manufactured in the UK.

HOE is the only dealer in the region for Senator – the UK's largest office furniture manufacturer. With an annual turnover of £95 million, Senator provides a broad spectrum of products for every area including desking, storage and screens and the Torasen and Allermuir seating brands.

To give customers even more flexibility and choice, HOE also supplies Sven Christiansen bespoke furniture, including tailor-made reception desks and boardroom fittings as well as everyday office furnishing.

The Lee and Plumpton range from HOE also offers tailored furniture solutions at competitive prices with versatile ranges from stock as well as bespoke items made-to-measure.

The latest supplier to join HOE's furniture portfolio is the Scottish-based Mesh Office Seating which offers the latest in body-contoured, ergonomic engineering for absolute comfort.

Ewen Gallie, furniture sales executive at HOE, said: "More companies recognise the need to look after staff comfort and are investing in seating with better lumbar support for complete back care. Our range of chairs and furniture options are available to try in our Inverness showroom, so you can see exactly what you're getting for your money.

"We also offer free office planning to maximise office space and our own qualified team will deliver and install."

Tom Flockhart added: "Office furniture and stationery is an area Capital Document Solutions wishes to expand into and HOE is bringing its considerable experience to the group to help us bring this service to clients across Scotland. This will enable us to offer the whole package for the modern office – from seating to the latest document management systems."

The Senator Group

Senator

Task Chairs / Multi-Purpose Seating / Executive Seating / Systems Desking / Storage / Training Tables / Conference Tables



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Allermuir

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INTRODUCING AN EXTENSIVE COLLECTION OF PRODUCTS FROM THE SENATOR GROUP

The Senator Group is proud to be a supplier to Highland Office, one of Scotland's leading office furniture suppliers.

Over the years we have enjoyed many joint success's in the Commercial and Government. We look forward to working together for many years to come.

Why not take a look at us on youtube - 'The Senator Group'

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thesenatorgroup.com