

# Buyers' Guide



A Guide to purchasing Office Equipment and Print Management Solutions  
through the National Framework Agreement SP-16-013-03

**RICOH**



**KONICA MINOLTA**

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*“As a long established and major independent Scottish dealer, I’m delighted that we have again been appointed as a supplier to the latest Scottish Procurement Framework Agreement.*

*This latest Office Equipment Framework is designed to build on the success of its predecessors and take the hassle out of the procurement of equipment and print management solutions.*

*Our latest generation of products, software and associated services will continue to deliver substantial cost savings, improve your document processes and ensure that your organisation benefits from the best possible document solution.*

*As a long standing supplier to the Scottish Public Sector, we employ over 200 staff, operating from our long established branches in Edinburgh, Glasgow, Dundee, Aberdeen and Inverness, all dedicated to providing the highest standards of advice and local customer service across the whole geography of Scotland.”*

Tom Flockhart



Managing Director

## Introduction

Capital Document Solutions has over 38 years experience in the office equipment and document solutions market place. Over that period, we have earned an excellent reputation for delivering market leading hardware and print solutions, backed up by exceptional service and technical support.

We supply a wide range of office equipment from Ricoh, Konica Minolta and HP including multifunctional devices, printers, copiers, faxes and scanners, complimented by an extensive suite of software designed to manage and control your document processes, page output and associated costs.

We have considerable experience in working across the Scottish public sector, helping clients make significant reductions in the size of their copier/printer fleet and associated operating costs - giving them the tools to manage and control their document processes, increase document security and minimise their impact on the environment.

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



In October 2012 we were awarded the GO - Best Service Award, and were a finalist for this award again in November 2016, further recognition of the consistent high level of service we deliver to our Scottish Procurement clients.



We would be delighted to provide you with information on, and demonstrations of our range of products and document solutions at any of our branches and to give you a flavour of our organisation's capabilities, our commitment to quality, customer service and the environment.

With a team of over 200 dedicated staff delivering excellent solutions and outstanding support, Capital is ideally positioned to be your document solutions partner.



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**KONICA MINOLTA**

## The latest digital office equipment – from the market’s leading brands

- **Multi-functional Devices** (mono & colour) – Ranging from entry level to 136ppm very high volume (VHV) devices for print room environments. Our comprehensive range of MFDs is designed to bring printing, copying, scanning and faxing 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 high-speed, high-volume, image duplication solutions designed to increase productivity and reduce environmental impact.
- **Large Format** (mono & colour) – Our large format devices can produce in-house prints of maps, drawings, images or posters. These multifunctional devices can help you copy, print and scan all your large-format documents quickly and conveniently.
- **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 paper documents.
- **3D Printers from MakerBot** – a range of fifth generation technology which defines the new standard for ease of use, quality and reliability of 3D output.



# Print Management, Fleet Management and Enterprise Content Management Solutions

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

## Print Management Solutions

- **SafeCom, Equitrac, PCounter and PaperCut** - secure and control your document output. Implement "Follow-Me" or "Pull Printing" to support user mobility, reduce IT overheads and environmental impact. Track and account for all copy, print and scan usage to individual users and departments and implement print rules to enforce new print policies.

## Mobile Printing Solutions

- **Hotspot Printing and ePrint** - allows users to print documents from Smartphones, tablets or any device which can send email. This can be integrated with a print management solution or on an individual device.

## Document Capture and Workflow

- **eCopy and GlobalScan** - scan hard copy documents to capture the text and document structure. Process the scanned images to create usable data then connect with information workflows to automate document processes.

## Fleet Management

- **@Remote, Netaphor, Site Audit, CS Remote Care and HP WebJet Admin** - auto manage your device fleet. Fleet Management software collects copy and print counts at a scheduled date and time. Service and fault notifications can also be automatically relayed to us. Device faults are fixed either remotely, by one of our helpdesk engineers or on-site, ensuring minimum equipment downtime. Low toner level alerts can also be automated.

Fleet management software provides live information at your fingertips, enabling you to track your entire device fleet. It also gives instant alerts that tell you when a device needs attention, delivers productivity improvements through automatic configuration and means less time spent on diagnosing and solving printer issues.

## Enterprise Content Management (ECM)

- **Laserfiche** - digitally archives scanned documents and files for fast and easy retrieval and stores them on a secure central repository. This can all be managed from a single easy-to-use central interface. ECM software can also integrate paper documents into electronic workflows and enhance document security, traceability and maximise employee productivity.



## Benefits of Print Management Software



### Cost Control

Reduce costs significantly

*Print cost preview "Pop Ups" raise awareness of print usage and costs*

*Control access to and use of colour*

*Control and account for copying/printing with rules and routing*



### Efficiency

Supports the way you work

*Intuitive interface – easy to use*

*Centralised administration reduces IT overheads*

*Integrates with Active Directory*

*"Pull/Follow Me" Print from any convenient device*



### Security

Protect your output

*Authentication via PIN code or swipe card – Privacy*

*Controlled access with confidential printing on all devices*

*Eliminate unauthorised use*

*Track and report on device usage*

*Policy compliance – enforcement*



### Environment

Solutions for a better world

*Automatic deletion of unwanted/ uncollected print jobs*

*Ensure optimum device deployment*

*Enforce print default settings such as duplex and mono only for certain applications*

## Managed Print Service (MPS)

Under a fully Managed Print Service, we take responsibility for the supply, support and maintenance of all your document devices and output - copying, printing, scanning and faxing, as well as your print management software.

We begin by carrying out a detailed on-site visit to analyse and account for your fleet of legacy devices and copy/print volumes, to determine the total cost of running them.

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

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

## Make significant savings and reduce your impact on the environment

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

### **Benefits of a Managed Print Service include:**

- Over 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 and toner consumption
- Reduced energy consumption
- Digital scanning equals less print
- EnergyStar Equipment

## Our Document Solutions approach

For larger, solution-based contracts, we have an established and structured process which helps us match your specific requirements with our proposed hardware and software recommendations.

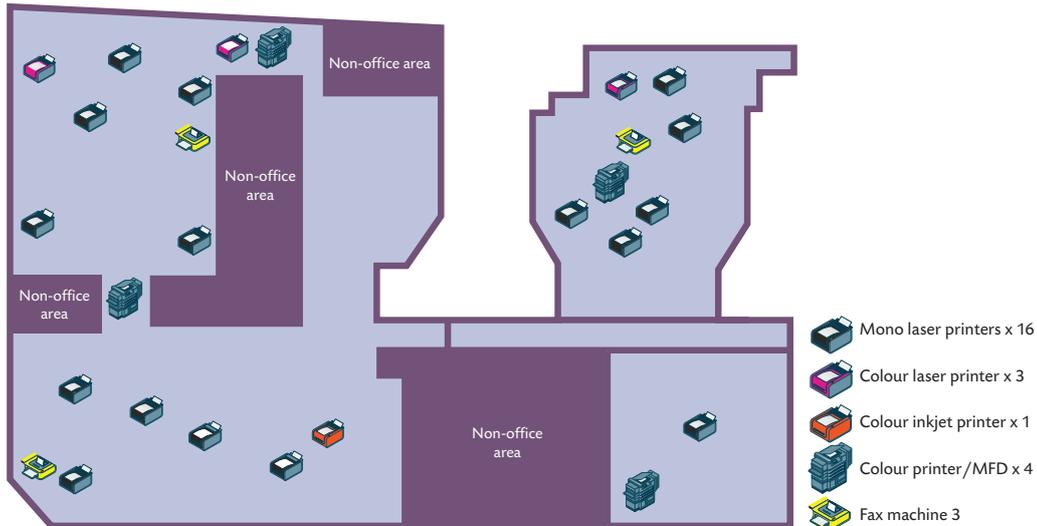
This involves:-

- **Information Gathering** – We begin by issuing a questionnaire which captures key information on your organisation, devices, page volumes and document processes.
- **Site Visit and Audit** – Armed with this information, we then carry out a site visit. We engage with the relevant personnel, create floor plans of the existing copy/print environment and run auditing software on the installed devices to establish page volumes as well as device and running costs. 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 and all associated costs. This will be a combination of hardware, software and document workflow improvements.

## Audit Reports

Typical Device and Print Audit report – current and proposed.  
Report includes device locations, numbers, page volumes and costs.

### LOCATION 1 (4TH FLOOR) - CURRENT



### LOCATION 1 (4TH FLOOR) - PROPOSED



### Cost Comparison – Projected Quarterly Savings\* (based on 5 locations audited - Example of 1 x floor above)

Current Total operating cost for 122 devices	=	£40,900	Assuming 30% reduction in page volumes with the implementation of Print Management software:-	Current Total cost for 122 devices	=	£40,900
Total operating cost for proposed 27 devices including Print Management software	=	£28,465		Total Cost for proposed 27 devices & Print Management software	=	£22,372
Savings per quarter	=	£12,435		Savings per quarter	=	£18,528
% Savings	=	30.4%		% Savings	=	45.3%

## Our care for the environment

green

### **Our commitment to the environment**

*We take our responsibility for the environment very seriously and environmental protection is a key management priority for us.*

*We have had the Environmental Accreditation BS EN ISO 14001 since 2005.*

*Capital has specific policies on waste reduction, recycling and only supply Energy Saving digital office equipment.*



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## Technical and IT Support

*Dedicated to keeping your organisation productive*

Our technical and IT support is one of the most important elements of our device and document solutions. As these solutions become more complex and fully integrated into the IT environment, providing first class technical and IT support is even more mission critical.

### **National service with a local feel**

Our regional call centres understand the geography of your local area and will direct our response to your service call accordingly. If a device or software fault cannot be fixed remotely, one of our field engineers will be with you within 4 hours to resolve it.

### **Exceptional Technical Support**

We understand that you need to get the most from your devices and document solution with minimal downtime and disruption to your organisation. We pride ourselves in delivering prompt as well as exceptional technical and IT support to our clients – it really is our business to keep yours running.

### **Our support services**

Helpdesk support

Our technical helpdesk team will take you through some possible remedies to get you back up and running as soon as possible. If however, the problem cannot be fixed remotely, we will send a field engineer.

### **On-site service engineer**

Capital has over 70 field engineers operating across Scotland. They are all trained in accordance with the manufacturers' requirements and are fully committed to ensuring that all of your equipment performs to specification.

### **Preventative maintenance**

We set up on-line communication between your document devices and our service centres. Through regular dialogue the device informs our service centre of relevant performance statistics. Should a fault occur, relevant information is passed instantly to our technical support department where they will aim to rectify the fault over the phone before dispatching an engineer and notifying your IT department.

### **Automatic consumables replenishment**

We can organise automatic replenishment for your printer/copier/scanner consumables including toner, ink, paper etc.

### **Automatic meter readings**

To ensure you receive accurate billing, we arrange to have remote meter readings taken on your device.





support and service

## Key contacts

### Contract Managers

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**Fraser Robertson – Contract Manager – West & North of Scotland**

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

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**Chris McDaid – Contract Manager – West of Scotland**

T: 0141 418 1293      E: cmcdaid@capital-solutions.co.uk

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**Alex Main – Contract Manager – Highlands & Islands**

T: 01463 239764      E: alex.main@highlandofficeequipment.com

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**Allan McCarley – Contract Manager – East of Scotland**

T: 0131 550 9561      E: amccarley@capital-solutions.co.uk

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### Service Delivery Manager

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**Nicola Love**

T: 0141 418 5582      E: nlove@capital-solutions.co.uk

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### Direct Buying Enquiries

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**Lynn Harrison**

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

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### General Enquiries

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

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### Operations and Logistics

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**Richard Smith – Service Director**

T: 0131 550 9514      E: rsmith@capital-solutions.co.uk

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**Callum Brown – Logistics Manager**

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

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### Senior Management

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**Tom Flockhart, MD – Framework Account Manager**

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

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**Lynn Harrison – Framework Bid Co-ordinator**

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

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## Acquiring equipment and document solutions

There are two ways to acquire digital office equipment and document solutions under the Framework Agreement:-

### **Direct Buy**

To be used for buying small quantities of equipment or low cost items where there is no need to go through a mini competition, but simply select from the Principal Catalogue. To place an order please contact us on **0131 550 9520** or email [epsorders@capital-solutions.co.uk](mailto:epsorders@capital-solutions.co.uk).

### **Mini Competition**

This should be used by organisations looking for a managed service, a solution based offering, purchasing large volumes of, or high value equipment and/or requiring a single supplier. These type of purchases typically require interaction and further clarity from the supplier at the pre-tender stage.

Buyers are reminded of the obligations contained in the Procurement Reform (Scotland) Act 2014 [www.legislation.gov.uk/asp/2014/12/contents](http://www.legislation.gov.uk/asp/2014/12/contents) in relation to the award of contracts valued, including those awarded as a result of a framework call-off/mini competition.

In particular, Buyers should note that in accordance with Section 23(2) [www.legislation.gov.uk/asp/2014/12/section/23](http://www.legislation.gov.uk/asp/2014/12/section/23) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35 [www.legislation.gov.uk/asp/2014/12/section/35](http://www.legislation.gov.uk/asp/2014/12/section/35), contracts must be registered in the contracting authority's "contracts register".

## How to place a service call - order consumables

Most multiple MFD/Printer installations now have Fleet Management software installed which means service, fault and consumable alerts are automatically relayed to us. Faults are fixed either remotely by one of our Helpdesk Engineers or promptly on-site, meaning minimum device downtime. Low toner level alerts and meter readings are also automated.

### Placing a service call

Should you need to place a service call, please contact our Service Centres on the Freephone number below:-

Our call out times are:-

**Standard Equipment (MFDs & Printers) = 4 hours**

**Print Room VHV Equipment = 2 hours**

**FREEPHONE: 0800 048 4580**

**[ePSService@capital-solutions.co.uk](mailto:ePSService@capital-solutions.co.uk)**

**Please have the following information ready before logging your call:-**

- Department Name / Address / Tel No
- Key Operator's Name
- Device ID No
- Make and Model
- Nature of fault and symptom, where possible
- Is the device 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 remotely, your call will be passed to a locally based Field Engineer and dealt with within our contracted response times.

### Ordering Consumables

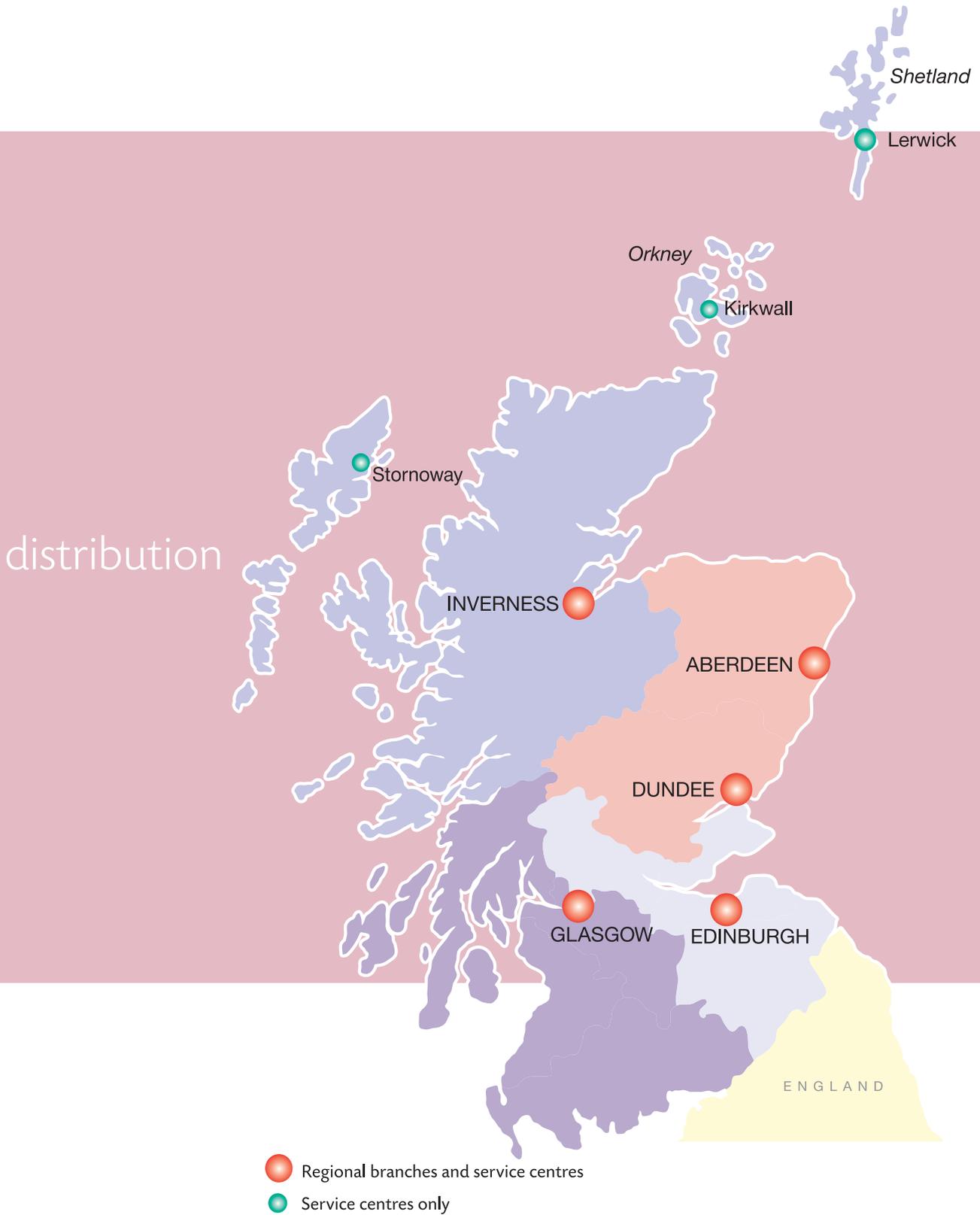
All supplies and consumables can be ordered by calling our regional Service Centre - **FREEPHONE: 0800 048 4580**

Or email - **[serviceconsumables@capital-solutions.co.uk](mailto:serviceconsumables@capital-solutions.co.uk)**

Please state:-

- The make and 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 (shown on the label on the front panel of your device).

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



*We provide a national service through our 5 regional branches covering from The Borders to Shetland.*

## Delivery time for equipment and software

Equipment and software delivery can be scheduled within 10 working days following receipt of an 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

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

## Training

Initial training will be given immediately on installation and this will be followed with full operator training provided by one of our experienced Customer Training Officers. Our Customer Training Team is recognised as being the best in our industry. They are Microsoft accredited and regularly assessed by our manufacturer/suppliers. They give thorough and practical operator training to ensure that maximum user productivity is achieved in a very short space of time.

## Escalation

Should a client have an issue or complaint, we will resolve it within 48 hours. As a Scottish company, with an extensive local infrastructure and dedicated staff, we are committed to resolving any issues quickly and effectively.

Our local Board of Directors are all “hands on” and directly accessible by customers if required.

For all Contracts, the respective Contract Manager would be the first point of contact for any issues and requirements that occur. They would make every effort to resolve any issue to the complete satisfaction of the client. In the unlikely event that the issue was not fully resolved, we would follow our documented and audited Complaints Procedure which is overseen by our Service Director, Richard Smith. Our Complaints Procedure forms part of our Business Management System.

Any issues or complaints received will also be notified to Scottish Procurement for their records and should a satisfactory conclusion not be found, Scottish Procurement would intervene to ensure a satisfactory resolution is reached.

delivering



*“ I hope you find our Buyers’ Guide useful. We are here to help your organisation. We want to make your acquisition of Office Equipment and Document Solutions as simple and straightforward as possible. With our considerable experience and knowledge, we can help transform the way you process, produce and distribute documents. Working with us can give you greater control over your devices and page output, streamline your document processes, minimise your impact on the environment and radically reduce the costs associated with document production.”*

Tom Flockhart

[www.capital-solutions.co.uk](http://www.capital-solutions.co.uk) [www.highlandofficeequipment.com](http://www.highlandofficeequipment.com)



...giving you control of your documents



Digital Document Solutions  
and Office Furniture



**Edinburgh** 101 McDonald Road, Edinburgh EH7 4NW • T 0131 557 4747

**Glasgow** 4 Centurion Business Park, Seaward Place, Glasgow G41 1HH • T 0141 418 5588

**Dundee** 20 Exchange Court, Exchange Street, Dundee DD1 3DE • T 01382 236 308

**Aberdeen** Grampian House, 46 Virginia Street, Aberdeen AB11 5AU • T 01224 576080

**Inverness** Technology House, Harbour Road, Inverness IV1 1UA • T 01463 239764

**Lerwick** T 01806 220 500

