

# AUTOMATED SERVICES IMPROVE AWARD WINNING COMPANIES' EFFICIENCY LEVELS

Smylies are an award winning and trusted global food and drink exporter.

As a supplier to some of Britain's largest global brands it was crucial for Smylies to review their old contracts and improve on price.

As a winner of this years 'Queen's Awards for Enterprise', Smylies pride themselves on being able to efficiently and effectively deliver on their promises.

A Smylies Account Manager approached the UTAX Partner with the hope of implementing the 'efficient and effective' ethos to their managed print solution.

## THE SOLUTION...

After running a full print review and audit on the companies' current managed print solution, it became apparent that the customers main periods of downtime were due to running out of toner and having no replacements on site.

The UTAX Partner suggested that this was easily solved with the introduction of MPS software, UTAX Smart, which would introduce an automatic toner ordering system.

## THE RESULTS...

Smylies have successfully changed to the UTAX Partners' automated toner delivery system. This smart software alleviates the need to manually order toner, it monitors the usage and automatically orders the toner, which was vital for Smylies having previously been in a situation where they were unable to print due to no toner.

"Toner arrived before it was required, which is perfect," adds the Account Manager.

**Service with a smile -** Quick service response times are crucial for a large business like Smylies.

"Our Account Manager and the Technician were professional, quick to respond and friendly."

**Hardware feedback -** "All basic functions are easy to use. There are many options for more advanced print jobs, if required," adds the Smylies Account Manager.

The companies efficiency levels have increased and periods of downtime have decreased.

## AT A GLANCE

- Response time was quick
- Offered a better price than our old supplier
- We have already seen the savings
- Toner is arriving in advance
- Easy to use with advanced print options available
- Account management is professional, quick, responsive and friendly



For more information call **+44 (0)1793 786 000** or email **sales@utax.co.uk**

**UTAX: THE UK NETWORK OF  
PRINT SOLUTIONS EXPERTS**