

# e-solutions

## Accountants case study



### The Organisation

Why do clients choose Clement Rabjohns?

To start with, it's partly because of their reputation. They are a well established firm of Chartered Accountants who have been working with, and supplying services to their clients for many years.

However, they know it's more than just that. As a medium sized business, they have developed an understanding of the issues, dynamics and pressures of modern business life.

This insight, along with their client-based approach, has allowed Clement Rabjohns Limited to develop a wide range of services, including financial planning and business development, to assist their clients in successfully developing their business and protecting their future.

*"We are on e-solutions diagnostic remote system which is a big help as it informs them of any problems that occur, therefore, giving the comfort of being sorted out with the minimum of disruption. Toner is also remotely ordered thus taking away storage problems and the worry of running out"*

Sarah Sanderson

Client Manager

**Clement Rabjohns**  
Limited

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## The Problem

We were approached by Clement Rabjohns who were looking for a worry free print solution. They had several printers and old photocopiers that kept breaking down, and found their existing support on all devices was far too slow as they needed a same day response.

## The Approach

Our first task was to understand Clement Rabjohns printing needs, and the volumes each department created. Being accountants we understood that Clement Rabjohns would be printing in high numbers, and where possible were looking to save money.

After we had conducted an operations report we spoke to key staff members to ask for their requirements in a the new print strategy. A common criteria was reliability. They were frustrated with the photocopiers and printers breaking down on a regular basis, and also found when toner ran out they had no spare as someone had forgotten to reorder. This would then overload another device as they had to print to another department.

## The Solution

After reviewing all the data gathered through a print audit and talking to members of staff we decided upon a fixed managed print.

This option allowed Clement Rabjohns to know exactly what they were spending each month. It put a stop to any costly surprises they would normally face.

We removed all their unreliable printers and photocopiers and replaced these with three multifunctional photocopiers and one high speed laser printer. We positioned the photocopiers in three departments and the desktop printer in the high

usage accounts department. This allowed them high speed printing with direct access to their prints without the cost of a scanner and any other photocopier features that were not required.

The installation also included our unique remote diagnostics system called Remote-sol. This would take the burden off Clement Rabjohns when they need to report an error or reorder toner. Remote-sol alerts our engineers when an error occurs so they can respond quickly to the device. The system also alerts e-solutions when toner needs to be dispatched. Each device has a toner low threshold and when this is met toner is automatically dispatched for next day delivery.

By having an overall Managed Print Solution Clement Rabjohns have a fixed monthly fee for all their printing needs.

## Clement Rabjohn's Feedback

"e-solutions have provided our printer/photocopiers for the past 7 years. We have always found them to be efficient and cost effective and they will always look for the best solution when the contract is renewed.

We are on their diagnostic remote system which is a big help as it informs them of any problems that occur, therefore, giving the comfort of being sorted out with the minimum of disruption. Toner is also remotely ordered thus taking away storage problems and the worry of running out.

We have always found the service response to be excellent. Sometimes we have had an engineer arrive even before a member of staff has reported the fault, thanks to their remote diagnostics system."

Sarah Sanderson

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