CELEBRATING

20 YEARS OF EXCELLENCE

"SDS are the perfect partner for us, combining local expertise with excellent knowledge and understanding of the Konica Minolta range. They're virtually an extension of our business, providing unique local agility and responsiveness that customers demand and value. We are delighted and proud to be celebrating 20 years of close and trusted partnership and look forward to our continued relationship."

Cameron Mitchell, Business Leader for Indirect Channel,
Konica Minolta Business Solutions (UK)

sds | KONICA MINOLTA ELITE PARTNER

SOUTHWEST DIGITAL SYSTEMS IN PROUD PARTNERSHIP WITH
KONICA MINOLTA BUSINESS SOLUTIONS

Welcome to a special issue of SDS insights bulletin, as we celebrate 20 years of saving businesses time and money.

Starting in 2002 in a shared office in Edington, we looked at how our industry had traditionally been viewed and decided to take on a different service-led approach.

The early days of SDS coincided with the dramatic change of photocopiers becoming linked to IT networks and transforming into printers and scanners, this meant we had to adapt our service and support accordingly. We took on the dealership of Konica Minolta in 2005 and have become their premier partner in the South West and are proud to supply and service these premium products and solutions. The team has now grown to nine great staff and we all care passionately about doing our best for the client.

Subsequently, we have diversified into print management solutions such as PaperCut and document workflow offerings including invoice approval systems and tailored scan routing to clients own back-end software. Our business ethos is around providing solutions rather than just selling a machine.

We have built up a machine base of 1,200+ at over 600 clients from every business sector. Alongside a willingness to go that bit further to ensure the customer is left feeling appreciated and the job has been carried out by people who genuinely care.

At the heart of our business is fair and transparent pricing from initial proposal to the ongoing service. This may sound obvious; however, it is sometimes lacking from our competitors.

Our personal approach to account management means that you will have the continuity of one point of contact to initially take care of enquiries, allied with our friendly and knowledgeable service and admin team all based at our offices in Somerset make us something special.

SDS are very proud to be sponsoring the 2022 Sedgemoor Business Excellence Awards – Hospitality & Tourism category. This is a sector we have been extremely successful in providing solutions for, Claire Wall explains why…

The situation

We have 270 staff employed at our Holiday Park and Fun & Water Park. We had a very 'bits and pieces' approach to dealing with our document reproduction and management needs.

When we were thinking about improving our on-site print / copy / scan facilities we sought advice from SDS and another supplier. We quickly realised that **the quality of advice and support provided by SDS was far superior**.

The SDS solution

We took advantage of what turned about to be a very worthwhile free SDS Print Audit. This ultimately led us to reduce the number of printers we had by half and helped us make major savings.

The long-term benefits

Previously we had only one scanner to serve the whole site. Now, scanning is used across all departments, routing documents via scan to email. This scanning functionality has led to a huge reduction in the use of printing paper.

Our Accounts department has particularly benefitted. All our invoices are now sent via email, which has reduced both postage and print costs and crucially, sped up payments from our customers.

"The real benefit of dealing with SDS is that they deliver a top quality service. SDS engineers never make you feel you are being a 'pain' when you report a problem or ask a question. In these times when we're all looking to get best value for money the SDS approach to business really does make a difference."

Affordable & compact: the new desktops for ‘home-office’ use

SDS announce the launch of two affordable, compact, easy to use and highly connected full colour A4 machines.

Compact and lightweight, both the **bizhub C3120i** and **bizhub C3100i** are ideal for boosting productivity in busy ‘home-offices’. The pandemic resulted in many homes needing to adapt as places of work and study.

Each device only requires a small footprint due to their space-friendly 41 x 43cm dimensions and they’re lightweight, making them ideal especially when space is at a premium. Furthermore, the machines are noise-free in ready mode, making them unobtrusive wherever they are located.

Easy to install and highly connected

The particularly simple installation, configuration and operation allow for very quick use by the user, with the ability to save preferred settings for quick and easy access. The control panel can be moved to a vertical position, which is a very helpful when sitting next to the device.

Both machines deliver all the mobile connectivity a busy 'home-office' needs. Both Android (Mopria) and iOS (AirPrint) as well as NFC tap-to-print / scan are supported. What is more, the dedicated Mobile Print app can be used to print, copy, scan and fax from a smartphone or tablet.

Additionally, with the bizhub C3120i documents and photos can be sent to print directly from a computer via Wi-Fi (as standard), or via the dedicated USB port on each machine, which provides a preview of the file prior to printing.

Secure confidential documents

To ensure the security of confidential or sensitive information, print jobs can be password protected and temporarily saved (each machine has a 512MB memory) and will only print once the correct password is entered on the touch panel.

Boost productivity

A generous tray can store up to 250 sheets, reducing the need to reload during longer print runs. It can handle 60gsm all the way up to 176gsm cardstock, making it the ideal choice for producing a wide range of different printed items. Thanks to double-sided printing and three levels of toner density (light, lighter, lightest) paper and toner consumption can be reduced. The TEC Value is only 0.38 kWh/week, which means that the devices consume very little energy.

Want to know more about the cost-saving benefits of bizhub? Call SDS Sales Director, Nigel Gass on 01278 724011.

Print from anywhere, anytime and lower your document spend

SDS are delighted to introduce the **bizhub C450i from Konica Minolta**. This mulit-functional, hugely adaptable machine is the ideal print solution for legal practices of all sizes.

RELIABILITY
Multi-feed detection kit guarantees every original is scanned.

FLEXIBILITY
The very latest in mobile technologies means you can print anytime from anywhere.

INCREASE PRODUCTIVITY
Scan up to 240 Impressions Per Minute (IPM) with the built in 300 sheet dual-scan feeder.

COST EFFECTIVE
Automatically detects the thickness of paper or card being printed, reducing user involvement and paper jams.

Secure print release feature

Transfer digitised documents via USB

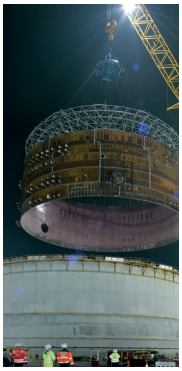
Document corner stapling function

Customisable colour touch screen

Call Simon Lomen on 01278 724014 to discover more about the cost saving benefits of the bizhub C450i.

HinkleyPointC
Helping Britain Achieve Net Zero
EDF CGN

SDS Director, Nigel Gass explains how their services & expertise play a vital role in the Hinkley Point C supply chain network.

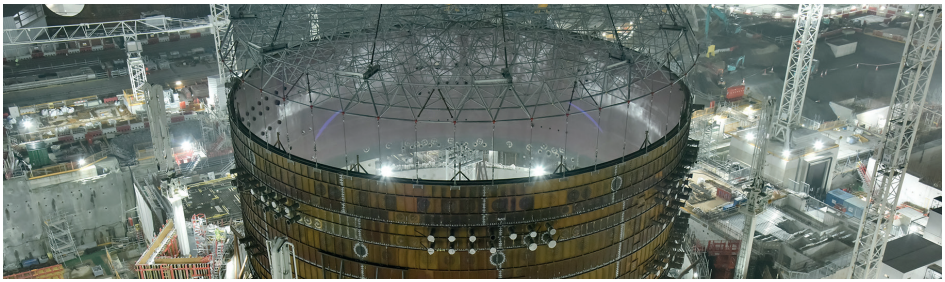


A large number of Somerset-based companies are actively involved in the construction of Hinkley Point C, the first in a new generation of nuclear power stations. Many of these locally based companies (including Somerset Passenger Solutions, HOST Somerset and Somerset Larder) are vital Tier 1 contractors and need support in their role. SDS Limited have become an invaluable part of the Hinkley Supply Chain, building on an enviable reputation as a reliable and professional supplier of premium office equipment.

Nigel Gass, said: *"We supply photocopiers, laser printers, document scanners and wide format printers. We also provide all their copy, print and scan needs, which includes a print management solution to control volumes and eliminate waste. Any servicing and support is carried out by our team of manufacturer-trained engineers from our offices in Edington near Bridgwater."*

"Our clients benefit from personal account management which ensures everything is delivered as promised. Cutting edge print management software and workflow applications assist invoice approval, electronic document storage and retrieval."

The Hinkley Point C project continues to create opportunities for companies of all sizes throughout Somerset, the South West and South Wales. Nigel said: *"There is a genuine willingness to try and support local business and that is very refreshing for a project of this scale. We are extremely proud of our association with HPC."*



The SDS pledge

Local supply, local support

From our base in the heart of the Somerset Countryside we know that we are never far away from our customers when they need us. On average it takes us well under four hours for one of our expert technical staff to be on your premises, getting you back up and running if ever you need us to help out.

SDS have proven to be transparent, open and honest in all they do.

A personal approach

When SDS customers contact us for advice, assistance or support, they are speaking to people who know their business, know their devices and quite often know them personally. Our customers know they are speaking not to a call centre but to an experienced team of qualified experts who understand the urgency and the need to respond and react.

Our experience of SDS quickly led us to trust their advice and after sales promise.

Fair and transparent pricing

With SDS, not only do our customers receive excellent, competitive pricing, they can also be assured that What They See Is What They Get. Our contracts are clearly and simply laid out, and developed so that our customers are getting the best deal for their needs; there are no hidden costs, no surprise surcharges – guaranteed!

Personal service without misleading nonsense.

A 98+% first time fix rate

We know the impact that downtime can have on any organisation. It is our mission to help our customers improve their productivity by minimising downtime on their machines. That is why we partner with quality brands, such as Konica Minolta. This is why we train and equip our engineers to sort any issues out first time. This is why we stay until the fault is fixed.

Contacting SDS is easy and always leads to speedy and effective action.

The right solution for your organisation

As a business, we like to focus in helping our customers become more productive, more efficient and achieve their objectives rather than simply sell and install machines. Right from the off, we want to know what your needs are, what your plans are, what your challenges are, so that we can find the innovative solution which fits you best – it's about you, not us!

A product and support package that matched our business needs.

A trusted partnership

Technology changes at such a rate and the days of the humble photocopier in the corner of the office are long behind us. Our customers are constantly striving to keep ahead of the game, improving productivity, reducing complexity, reducing costs. At SDS, we use our knowledge and expertise to make sure our customers are harnessing the technology they need to deliver the results they want – so they know we are very much on their side.

SDS work with us like a business partner

SOUTHWEST DIGITAL SYSTEMS IN PROUD PARTNERSHIP WITH KONICA MINOLTA BUSINESS SOLUTIONS

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