



KONICA MINOLTA



# KONICA MINOLTA AND ETHOS EMPOWER DOCUMENT DESPATCH WITH DIGITAL PRINT FOR GREATER DATA-DRIVEN PRODUCTION AND FLEXIBILITY



**DOCUMENT  
Despatch**  
*Data, Print and Mail Solutions*

Giving Shape to Ideas



## KONICA MINOLTA AND ETHOS EMPOWER DOCUMENT DESPATCH WITH DIGITAL PRINT FOR GREATER DATA-DRIVEN PRODUCTION AND FLEXIBILITY

**“WORKPLACE TECHNOLOGY SERVICES PROVIDER ETHOS RECOMMENDED THE KONICA MINOLTA ACCURIOPRESS C14000E, OFFERING EXCEPTIONAL VERSATILITY, 140 PPM A4 OUTPUT, AND PRECISE COLOUR CALIBRATION”**

Malcolm Baker  
Sales Director at Document  
Despatch

### EXECUTIVE SUMMARY

Leading UK provider of printing and direct mailing services, Document Despatch, produces over one million items weekly. To embrace the future of direct mail with database-driven, highly personalised multi-campaign mail merges, the company sought a high-speed digital print solution to replace black-and-white and litho print technology.

Workplace technology services provider Ethos recommended the Konica Minolta AccurioPress C14000e, offering exceptional versatility, 140 ppm A4 output, and precise colour calibration. It effortlessly handles heavyweight stocks up to 400gsm, ensuring a premium finish with minimal manual input. Within 10 days, Document Despatch successfully printed 240,000 merged statement packs. With 10x faster production, the

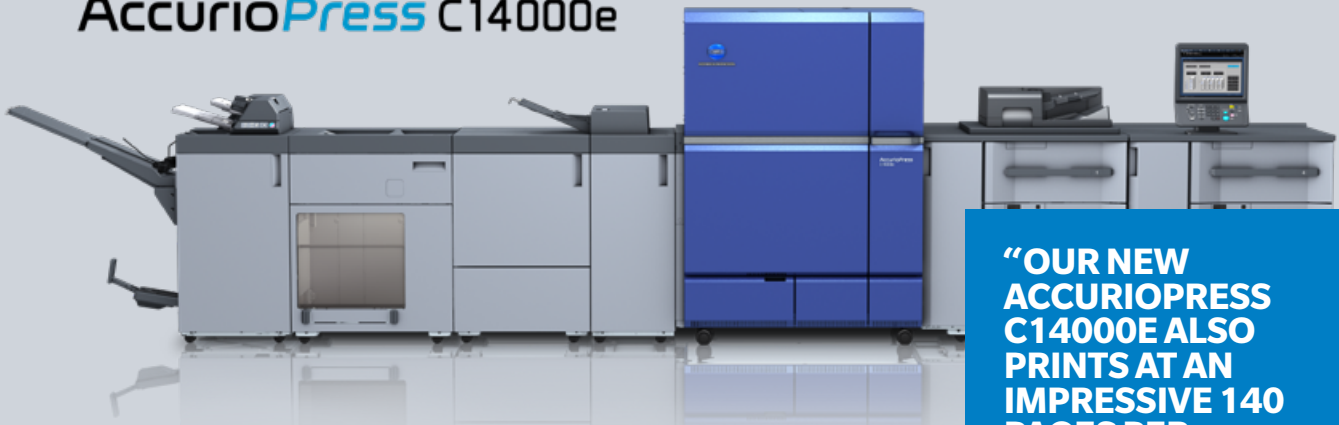
AccurioPress C14000e streamlines operations, eliminating ‘overs’/‘unders’, transport delays, and storage costs via a ‘just-in-time’ print model. Its Simitri® HD toner enhances energy efficiency and waste reduction, supporting sustainability goals. Backed by Ethos and Konica Minolta, Document Despatch has transitioned to a modern, digital-first print strategy that optimises quality, speed, and cost-efficiency

### CUSTOMER PROFILE

Document Despatch, based in Basingstoke, Hampshire, is a leading UK provider of printing and direct mailing services. Established in 1987, the company now produces over one million items weekly, specialising in variable data printing for personalised mail campaigns. With cutting-edge technology, expert staff, and certifications including ISO 9001, ISO 14001, ISO 27001, and GDPR compliance, it delivers efficient, sustainable, and cost-effective solutions tailored to client needs.

The company is trusted by its customers to produce a wide variety of important printed materials including heavily personalised billing, statements (such as Council Tax notices), and marketing mail for utilities, charities, and theatre programmes.

## AccurioPress C14000e



### CHALLENGE

Recognising that database-driven, personalised mail merges for targeted, multi-campaign letters and self-mailers is the future of direct mail, Document Despatch was looking for a suitable print solution to meet these needs. With the flexibility, high speed, and impressive results of digital print, the company was looking to invest in the latest generation of digital press to meet the evolving demands of the market.

Malcolm Baker, Sales Director at Document Despatch commented, "Keeping print at the forefront of the marketing media channel to bypass the digital overload through the likes of social media is very relevant for many of our customers as it delivers high ROI – spending £20,000 on a charity direct mail sponsorship campaign for example can generate £250,000. Research by JICMail has shown that direct mail has an excellent interaction rate and by using the right data, each letter or self-mailer can be uniquely tailored and targeted to the recipient. To achieve this though means having the right digital print technology to process these jobs with the speed and quality required to make the right impact."

Following a recent investment in two new enclosing lines, a self-mailer folder, and a perforating machine at its Basingstoke facility, the company decided to increase its capability in

the digital printing department to match. Looking to transition from its incumbent black-and-white and litho printing solutions to a more versatile and efficient digital system, Document Despatch conducted extensive research and a tendering process before turning to the expert advice of workplace technology services provider Ethos to find the right solution to meet the needs of its business and its customers.

### SOLUTION

Ethos recommended and supplied the Konica Minolta AccurioPress C14000e production press, which has proven to be an ideal match for Document Despatch's needs. The machine enables versatile printing across various substrates, including thick postcards with heavy graphics. Its vacuum-fed, anti-stutter mechanics easily handle stocks up to 400gsm, providing a superb, colour-calibrated finish at high speeds.

The AccurioPress C14000e also prints at an impressive 140 pages per minute (ppm) in A4 and is 40% faster than any other toner-based device from Konica Minolta. In addition to the AccurioPress C14000e's unparalleled efficiency in high-volume production, it includes the industry's first automatic pre-print adjustment and print quality inspection functions, with a media sensor that lets users know the optimal print settings. This makes the press

**"OUR NEW ACCURIOPRESS C14000E ALSO PRINTS AT AN IMPRESSIVE 140 PAGES PER MINUTE (PPM) IN A4 AND IS 40% FASTER THAN ANY OTHER TONER-BASED DEVICE FROM KONICA MINOLTA"**

Malcolm Baker  
Sales Director at Document Despatch

straightforward to operate and use with minimal manual intervention and without the need for specialist training.

Following a fast and efficient installation by the Konica Minolta team, Document Despatch had already produced over 240,000 merged statement packs using the AccurioPress C14000e within the first 10 days. Malcolm commented, "The machine is robust, engineered for production work, and ensures zero waste. By enabling a 'just in time' approach to print, it eliminates issues of 'overs' and 'unders', as well as the potential for transportation delays to and from outsourced suppliers. Equally, this approach also reduces our storage needs."





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## BENEFITS

The AccurioPress C14000e perfectly answers Document Despatch's brief for a high-quality and high-speed but flexible digital print press. Malcolm commented, "It delivers exceptional versatility by efficiently handling diverse paper types, including envelopes and heavyweight substrates. The highly accurate colour calibration is perfect for matching previous work produced on litho to maintain quality consistency. It is also highly efficient, producing high-quality postcards at 10x the speed of our previous solution whilst smoothly handling high file sizes for mail merges. At the same time, it enables small-run letter production with improved flexibility, reducing our operational overheads and future-proofing the business."

Sustainability is also a priority for Document Despatch and its environmentally conscious clients. The AccurioPress C14000e supports this requirement, incorporating Konica Minolta's Simitri® HD toner technology, which lowers fusing temperatures to reduce energy consumption, waste, and operating costs. Furthermore, by enabling Document Despatch to do more in-house and to embrace the 'just in

time' approach to its print, the AccurioPress C14000e is helping the company further reduce the space and resources needed for its production line, as well as the warehousing/storage requirements for storing printed products and thus saving on these associated overheads and hidden costs. Additionally, this is also helping to reduce the company's transportation needs and associated carbon footprint - which are essential in maintaining its ISO 14001 certification and boosting its environmental credibility for council tenders and eco-conscious clients.

Lewis Annis, Professional Print and MPS New Business Sales Manager at Ethos also commented, "I have known Document Despatch for many years and have gained a deep understanding of their Direct Mail environment and operational requirements. Their decision to invest in the AccurioPress C14000e was driven by its outstanding productivity, robustness, and ease of use compared to other solutions available in the market. This investment will not only support their current volume targets but also significantly improve turnaround times for their clients. Additionally, it provides them

with the scalability needed to grow and enhance their production capabilities moving forward."

Malcolm concluded, "The excellent support of Ethos and Konica Minolta has been essential in us adopting this solution. Moving forward we plan to achieve cost neutrality, reduce reliance on multiple machines, and refine our pricing strategies, ensuring we meet the evolving demands of the digital print market."

## ENHANCE YOUR PRINT AND IT SERVICES

Build and transform your digital business operations, workplaces, and IT infrastructures to meet the changing needs your customers.

Konica Minolta's solutions and services include IT Infrastructures, Managed IT Services & Support, Process Digitisation and Automation, Digital Print, and Video Solutions Service, as well Outsourced Services including helpdesks and service desks for both front & back-office tasks that can help expand your business.

[www.konicaminolta.co.uk](http://www.konicaminolta.co.uk)

**"THE EXCELLENT SUPPORT OF ETHOS AND KONICA MINOLTA HAS BEEN ESSENTIAL IN US ADOPTING THIS SOLUTION. MOVING FORWARD WE PLAN TO ACHIEVE COST NEUTRALITY, REDUCE RELIANCE ON MULTIPLE MACHINES"**

Malcolm Baker  
Sales Director at Document Despatch



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