



KONICA MINOLTA



KONICA MINOLTA DELIVERS THE DIGITAL PRINT TECHNOLOGY AND ATTENTIVE SUPPORT HICKLING & SQUIRES REQUIRED

**TO MEET THE CHALLENGES AND OPPORTUNITIES
OF ITS GROWING BUSINESS**

hickling&squires

Giving Shape to Ideas



“THE CONSISTENT OUTPUT QUALITY, INCREASED UPTIME, AND SPEEDY SERVICE RESPONSE FROM KONICA MINOLTA HAVE IMPROVED JOB TURNAROUND TIME AND HELPED TO SOLIDIFY CUSTOMER TRUST IN HICKLING & SQUIRE’S PRODUCTS AND SERVICES”

Jamie Gilbert
Production Director
Hickling & Squires

EXECUTIVE SUMMARY

Leading UK commercial printer Hickling & Squires was looking to further invest in its digital print facilities at its purpose-built Nottinghamshire plant. With its existing presses reaching the end of their life and feeling it needed greater service and support from its print partner, the company turned to Konica Minolta Business Solutions (UK) Ltd to find the right support and technology for its needs.

Following in-depth consultative discussions with the Konica Minolta team, Hickling & Squires deployed both colour and monochrome devices with the AccurioPress C7090 and AccurioPress 6120 production printers. These were soon joined by the powerful AccurioPress C12000, which includes the impressive IQ-501 Intelligent Quality Care unit. Now, with increased capacity and reliability, along with rapid response support and servicing, Hickling & Squires has the digital print solution it needs to match its growing sales and the evolving needs of its customers.

CUSTOMER PROFILE

Hickling & Squires is a leading UK commercial printer that has been operating for 70 years. The company prides itself on building solid, long-term relationships with its customers, some of which it has been working with for over 30 years. Enjoying print of the highest standard and receiving outstanding value, customers put their faith in Hickling & Squires because of its exceptional customer service, provided by an experienced, tight-knit team that delivers helpful, friendly, and supportive advice.

The company offers an extensive choice of print and finishing solutions with rapid delivery across the UK, and continually invests in new solutions to guarantee speed and quality. It is accredited to international standards for quality control and environmental management (ISO 9001 & 14001).

CHALLENGES

Hickling & Squires specialises in producing lithographic, digital, and large format printing for commercial businesses and the public sector – all from its purpose-built plant situated in the heart of Nottinghamshire. Having previously invested in its lithographic

capabilities, the company turned its attention to make further investments in its digital printing capabilities.

Following a number of reliability issues with its existing fleet of digital print presses, Hickling & Squires was struggling to get the service and support it needed from its print technology supplier. At the same time, its digital print solutions were reaching end of life and required renewal. Mindful that it needed to continue innovating and looking to the future to meet customer demands and strict deadlines, the company began looking for a replacement provider that could ensure it had the right print technology to meet its needs, whilst also delivering the service and support required to give it full peace of mind.

SOLUTION

Hickling & Squires' requirement to find a new print supply partner coincided with a conversation with Andrew Lamb, Production Specialist at Konica Minolta Business Solutions (UK) Ltd, as Jamie Gilbert, Production Director, explained, "We have known Andrew for many years and fully trust his advice and recommendations. We met with both Andrew and Konica Minolta's Production Print Service Team Leader, Lee Pollard, to help us explore and find the right technology for our needs. Service reassurances were the other key consideration for us, and the discussions took a collaborative approach to ensure we could find the right fit to work with Konica Minolta."

Initially Konica Minolta recommended and supplied its AccurioPress C7090 production press, which when deployed with the IQ-501 Quality Care Unit delivers intelligent automation, scanning every sheet for colour and registration accuracy. It delivers best-in-class quality (using the latest high performance, energy efficient and eco-friendly Simitri V toner). Featuring auto-duplexing of long sheets (up to 900mm), with envelope printing and amazing quality on textured media), its exceptional durability and reliability drives increased productivity and reduces waste.

Also installed was the AccurioPress 6120 black and white production printer, which features top class productivity of up to 7900 A4 pages per hour, automatic density adjustment, multiple finishing options from cost-effective to professional, a high-speed colour scanner, and full OpenAPI and IWS support.

Following these, Hickling & Squires has now also installed the latest Konica Minolta AccurioPress C12000 (including the IQ-501 Intelligent Quality Care, which provides extensive automation for image position,

registration, and colour control). The C12000 complements the AccurioPress C7090 and 6120, providing greater capacity and speed, coupled with media support up to 450gsm. In addition, a Duplo 350 booklet maker was also purchased through Konica Minolta to join an existing one to double capacity.

BENEFITS, RESULTS, ROI, FUTURE

The consistent output quality, increased uptime, and speedy service response from Konica Minolta have improved job turnaround time and helped to solidify customer trust in Hickling & Squire's products and services. The technical benefits of the new Konica Minolta solutions have also become rapidly apparent, as Jamie Gilbert commented, "Being able to process larger sheets has been a massive benefit to us. Also, the provision of duplex (before we had always had to produce single-sided) means the register is perfect and is ideal for producing high-quality A4 booklets."

Jamie added, "The main use for these new solutions is print, fold, and stitch products and we supply a lot of work for the gaming sector, along with education sector customers such as universities and colleges. We ship across the country and aim to have a 24-hour turnaround in our digital print room, so these presses are well placed to support us in fulfilling these jobs to meet expectations."

The crucial service element of working with Konica Minolta has also been a key advantage, as Jamie elaborated, "The service has been fantastic. If we need any help the service team are with us in two to three hours, and we are very happy with the support we now get."

Looking to the future, Hickling & Squires is turning its attention to further expansion possibilities. "We have invested in our litho for years but currently don't have the physical capacity to expand it further, however the digital side of operations is typically a smaller footprint, so we are always looking to invest in that area to bring it forward and up to speed. Andrew and the Konica Minolta team have given us greater confidence through their support, which is crucial as our business continues to grow and expand."



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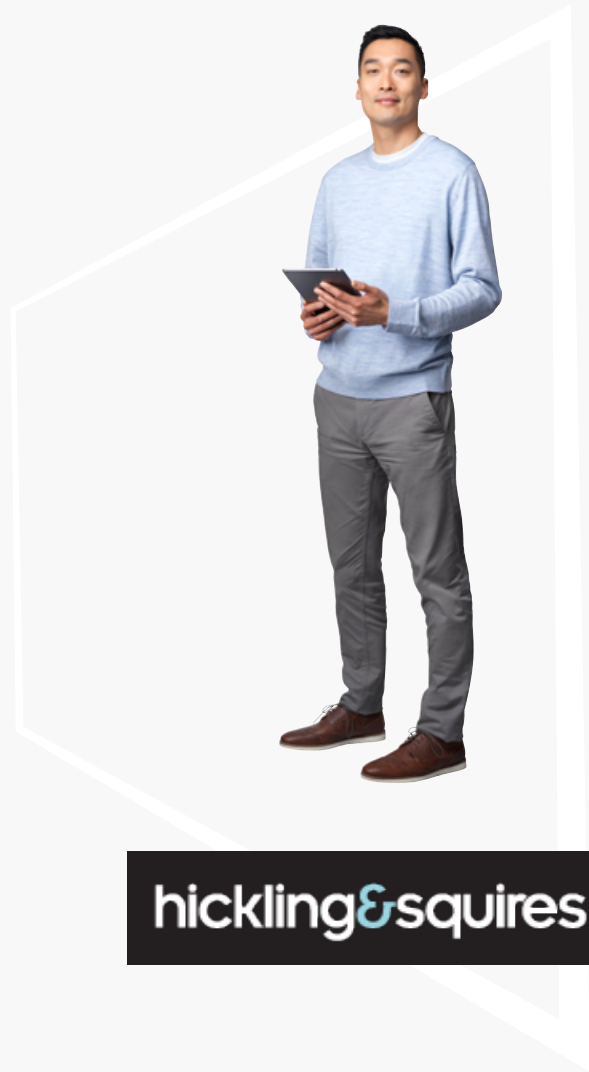
KONICA MINOLTA

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.

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LET'S TALK

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