



WOODBANK OFFICE SOLUTIONS AND KONICA MINOLTA

RAISE THE BAR OF MANAGED PRINT FOR ROBINSONS BREWERY



EXECUTIVE SUMMARY CUSTOMER PROFILE

Stockport-based Robinsons is a hugely respected brewery with a global reputation for producing real ale. Having been disappointed by the support from its previous print supplier, the company turned to the professional assistance of trusted managed print specialist Woodbank Office Solutions to find the ideal solution for its needs.

Utilising Konica Minolta's market-leading multifunctional print devices, Woodbank Office Solutions provided a complete overhaul of Robinsons' entire fleet of machines, with new printers and an integration of print management software at the brewery in Stockport, its packaging plant in Bredbury, and 25 managed public houses across the country.

Robinsons is a hugely respected brewery with a global reputation for producing award-winning traditional real ale. It has been based in the heart of Stockport for over 180-years and owns a collection of 260 pubs, inns and hotels across the Northwest of England and North Wales. As one of the most respected names in British brewing and innkeeping and as a proud family of independent brewers, Robinsons operates one of the most advanced and sophisticated breweries in the UK and is home to the largest Hopnik in the world.



CHALLENGES

Robinsons was looking for a new expert print management and document management supplier that would manage the needs of its large brewery in Stockport, a packaging plant in Bredbury, and a great number of managed public houses. It required a supplier it could trust, one that would take care of all the relevant sites and fleet of print devices.

The company's previous supplier had not delivered on its needs, instead providing a diluted and impersonal service, forcing Robinsons' own employees to resolve service issues themselves, which cost precious time and resources. To find the perfect solution, Robinsons turned to trusted Stockport-based managed print specialist Woodbank Office Solutions.

Simon Fuller, IT Infrastructure Service Manager at Robinsons explained, "As a family run business, we wanted to partner with someone with the same values and ethos. We wanted to speak to the owner, not just deal with a company who only want numbers and figures. At Woodbank we spoke to Managing Director Janet Bowden from the very start. We like that."

SOLUTION

After a thorough discussion and analysis of Robinsons' print requirements, Woodbank Office Solutions specified Konica Minolta's market-leading multifunctional print devices. Project managed personally by Janet Bowden and supported by Service Director Jason Morris and his experienced professional team, Woodbank Office Solutions worked closely with Konica Minolta Business Solutions (UK) Ltd to provide a complete overhaul of Robinsons' entire fleet of machines, with new printers and an integration of print management software.

Reflecting upon the installation, Simon Fuller stated, "The process was very easy and straight forward. Operationally there were no issues, and the integration was great. Woodbank's technical team are very experienced, and they knew exactly what they were doing. We just left them to it. They do all the liaison and the training. Very efficient, very smooth."

The multifunction devices were split across multiple sites, including the brewery in Stockport, the packaging plant in Bredbury, and 25 managed houses across the country. Woodbank is always available to support Robinsons' staff and to manage and maintain the devices on behalf of the company.

Like so many businesses, the challenge for Woodbank Office Solutions came when fulfilling the order for a large number of machines, with supply chains massively affected by global forces. However, by working closely with Konica Minolta the order was delivered on time.

Cameron Mitchell, Business Leader for Indirect Channel at Konica Minolta Business Solutions (UK) Ltd commented, "When managing a massive supply chain, particularly in the current climate, it is vital that resources are properly managed and prioritised. Making sure timescales are met is a priority for large projects like Robinsons."

BENEFITS, RESULTS, ROI, FUTURE

With new machines across all its sites, and maintenance covered in the monthly management fee, Robinsons has been able to keep its managed print and document management costs low – saving over 20% on the previous print costs - whilst improving its print infrastructure.



All of Robinsons' managed public houses can now go directly to Woodbank Office Solutions for support. Janet Bowden commented, "Instead of Robinsons' staff being talked through potentially complex fixes, we just take care of them straight away. So easy. This completely removed the burden placed on Robinsons' employees by their former supplier, and saved them time, money, and resources which are best spent on what's most important to them."

Reflecting upon the new print solution, Martin Attwood, Head of Finance and IT, Robinsons Brewery also commented, "Since moving our business to Woodbank, it's going well. They have a can-do attitude and pull out all the stops. An example is where one of our pubs in Cumbria ran out of toner, a call to Woodbank and one of their Head Office team in Stockport got in his car, drove up to the pub and solved the problem. For us it's important we can speak to one person for whatever we need, and they find a solution. Woodbank's offer does exactly that and their values fit with our own."





KONICA MINOLTA



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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.



LET'S TALK

Contact us to find out how we can support, protect and optimise your business today and in the future:

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