

DMC's colour printing solution, The Team supply the proof

the Team

Company Name

The Team

Industry

Marketing Communications

"DMC really understands our business and is, consequently, great to work with. Add to that the fact that service and support are fantastic, the colour print quality is excellent and the printers are very reliable, and it's fair to say we are very, very happy."

- Jason Stubbs
IT Manager

The Team

The Team is a 60 strong, London based, brand communications consultancy specialising in engaging audiences through 'message engineering™' - a way of providing clients with effective communications solutions that reflect real life. The Team are ranked as the most effective brand communications consultancy in the UK. With specialist communication practices set out to make people think, and feel and act differently about services, issues and ideas, with work encompassing corporate and campaign branding, B2B, B2C and G2C marketing communications, employee engagement and recruitment marketing, on or offline. Their clients include NHS, BAA, Department for Education and Skills, Vodafone, Home Office and BP.

A question of service

The company originally had a Xerox printer/copier, but were unhappy with the service provided by that machine's supplier. Based on compelling recommendations, the company switched to DMC to handle its IT equipment requirements. "DMC showed us the whole range of equipment and worked with us to select the best machine for our needs," says Jason Stubbs, IT Manager. "They made sure they knew exactly what our requirements were."

A happy solution

As a result, the company has switched to Canon colour printer/copiers and increased the total number of machines on-site. "We need to show clients colour proofs, so it is vital that our equipment is great quality, and very reliable," says Jason "with DMC's help and guidance we now have exactly that, and that means happy clients, which is fantastic."

Lean on me

And with DMC offering top-notch technical support, The Team can relax in the knowledge it will never be caught short. "Down time on printers was a problem in the past," recalls Jason. "The colour proofs and visuals we provide to our customers need to be top quality and supplied on time. Previously we had to outsource if the printer went down. But with the additional machines and DMC's impressive service levels, it's not an issue now. They usually get an engineer out within three hours - never more than eight - where before we could be waiting for three days. That really takes the pressure off the staff who are often working to deadlines."

No pain... all gain

The Team adds that DMC took the pain out of the implementation process. "Everything was quick and straightforward," says Jason. "After-sales support is also very good. DMC is reliable and has a continuity of staff - the engineers don't change so you always know who you'll be dealing with."

No comparison

The Team did look at other companies and compare costs but found DMC to score highly on competitiveness, and also - crucially - on service. "DMC are very reliable. You know when you put a service call in you will get a quick call out. Sometimes we need things that require DMC to go the extra mile and I can hand-on-heart say that they always bend over backwards to ensure our request is met."

Final verdict

The Team is a company that sets great store by understanding their customers business, so it was important that its own suppliers show the same level of customer care. "DMC really understands our business and is, consequently, great to work with," concludes Jason. "Add to that the fact that service and support are fantastic, the colour print quality is excellent and the printers are very reliable, and it's fair to say we are very, very happy."

About DMC

DMC plc was established in 1991 to provide world-class business machines to an educated and discerning UK corporate market. Business has grown year-on-year to a current turnover in excess of £12 million. DMC prides itself on a highly focused customer-centric approach, listening and reacting to customer feedback and learning from this to find ways of improving every aspect of what they do. The company has made a conscious decision to stand out from the competition through differentiation. Positive customer feedback is a testament to the achievement of this objective.

Being one of the largest independent suppliers of Canon office equipment in the country, DMC Business Machines plc is ideally placed to advise existing and prospective clients with the best solution for their organisation. To find out how we could make a positive impact on your business, call us on:

0845 130 6251

or contact us via the web: