



Harrison Goddard Foote (HGF) are a leading firm of Patent and Trade Mark Attorneys established in 1995. With 20 partners and over 100 staff, they have a Head Office based in Leeds and four branch offices in London, Manchester, Sheffield and York. They are already one of the 10 largest dedicated IP firms in the UK and the clients they represent include major national and international companies, research organisations and universities.

We were approached by HGF in the Summer of 2003. Due to poor past experiences with other suppliers, both in terms of the equipment supplied and the level of service provided, they were looking for a quality solution for their document production requirements. Their Group Secretary had had dealings with us in the past and knew of our reputation for providing high quality service.

Our initial remit was to supply multifunctional devices for copying, printing and scanning in the Leeds Head Office. Therefore in October 2003, after full consultation about what they would require from the equipment, we supplied a 60 page per minute Ricoh multifunctional printer (MFP) configured to copy, print and scan. Following this successful installation, we were then asked to look at the branch offices. Between January and July 2004 we embarked on a phased replacement operation, supplying all the branches with 45 page per minute Ricoh MFPs. As well as the copy/print/scan facilities provided in Leeds, these devices also came with fax capability for added flexibility. We organised lease finance on behalf of HGF for all the equipment supplied thus enabling them to obtain the benefits of leasing capital equipment.

Since 2004, we have supplied additional satellite machines to various locations and, in September 2005, introduced a black-to-colour device into Leeds. We currently service a total of 11 MFPs for HGF that produce around 1 million print and copies per year.

With responsibility for five different locations, the Group Secretary has been keen to monitor the continuing effectiveness of the solutions provided. Regular reviews providing statistics from our national service database keep HGF fully up to date with our service delivery. The latest report shows that over the last 12 months, we have achieved an unbeatable 100% first-time fix record. This, together with an average response time of well under three hours, has resulted in an impressive annual percentage machine up-time of 98.5%.

The regular reporting structure, combined with a strong relationship with the dedicated customer account manager, allows the Group Secretary at HGF to make informed decisions for future planning. One example of this was a MFP that the quarterly reviews identified to be sitting idle in Manchester. After discussions between the Group Secretary and the Account Manager, it was agreed that this equipment could be put to much better use in the Leeds office, so we arranged to move it there for them in order to optimise its potential.

We pride ourselves on being able to offer total solutions where required, right down to the smallest of details, and going the extra mile to make sure that everything runs smoothly.

Find out how IOT plc can help your business. Call: 01924 823 455 or Email: enquiries@iotplc.com



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