



The Informer

you can
Canon

July 2005 - Issue 8

Mad dogs and Englishmen

As 'Henmania' tore through the nation for yet another year, and all of our hopes were dashed in a moment - for yet another year it is hard to believe that Wimbledon also serves as a reminder to us all that we are half way through yet another year.

We've had our longest day and it's now long, dark, drawn out nights to look forward to. However, without trying to put a downer on things there is still a lot of summer to come and plenty more for

strawberries and cream to look forward to before we need to turn the heating back on.

In this issue of C & G Business Equipment's newsletter we will be telling you more about the service management software that we deploy - Resultware that enables us to keep the technical team running smoothly and how the same software may benefit you.

We also say goodbye to a series of machine that has served us, and some of you extremely well over the past few years; but, as is always the case, if a machine is being taken out of the range it means that Canon, our suppliers is replacing it with a newer, improved ver-

sion.

We have also decided to have a mid year sale, with a 'bundle' offer that I'm sure many of you will be looking to get your hands on...more of that coming up.

I trust you all enjoy this latest edition of 'The Informer', your views and input is always welcome, and whether you are indulging in the Wimbledon favourite of strawberries and cream, a cold beer or an ice-cream to keep you cool, enjoy the rest of the summer too.

Cheers

Aaron Bailey
Managing Director



Mid-Year Sale

For the month of July only, you will be able to take advantage of an amazing offer on two of our most popular machines as we bundle together the Canon iR1600 digital photocopier with the Canon L380 plain paper laser fax in a marriage that was meant to be.

The combined list prices of the two systems would leave you with just a few pounds in change from £3,000, however in the month of July a special 'bundle' package will enable you to have the Canon iR1600 and the Canon L380 laser fax for just

£38.68 per month
(based on a five year lease and exclusive of vat.)

To make the most of our generosity, contact James on:

01452 332270

and simply mention that you saw this here or by visiting our web-site:

www.cgcopiers.co.uk



● Canon iR1600

The Canon iR1600 has been one of our most successful systems over the past few years and is an ideal A4/A3 photocopier for the small to medium sized office.

Operating at 16 copies per minute, it has further options for feeding and finishing, and if your office is networked it serves as an ideal workgroup printer, thus saving you valuable time and money replacing expensive ink cartridges.

Ready to go in around half a minute and a first copy of just over eight seconds makes Canon iR1600 the perfect digital solution for quick, short run copying.

Again, further information can be found by visiting our web-site at:

www.cgcopiers.co.uk

To accompany the Canon iR1600 is the Canon L380 plain-paper laser fax.

Again, a very popular fax machine for those offices that require a steady income of fax traffic throughout the day without the worry of replacing expensive ink cartridges. Simply replace the All-in-One cartridge, containing toner and all essential parts, and your fax is as good as new. There's no mess, no hassle -

just continuous high quality output.

This Super G3 fax transmits documents at a fast 3 seconds per page, so your phone costs are reduced and less time is spent standing at the machine. Multiple faxes can be received without blocking the line, saving even more time.

If your paper or toner runs out during the evening or weekend, a large 510-page memory safely stores all incoming documents, for printing out afterwards.

Also large documents can be scanned rapidly - just 2 seconds per page - and then sent from memory.

Remember - This offer is for July only.

£38.68 per month

01452 332270

www.cgcopiers.co.uk



● Canon L380



Case Study - Resultware



For the past couple of years, C & G Business Equipment has been using the Service Management software - Resultware to manage, control and archive all of the company's technical queries, calls and consumables stock.

It has been a journey, but the final additions to the software have recently been installed and now C & G has a fully automated procedure programme in place to help in the efficiency of the office and service departments, and to improve the support supplied to you, it's customers.

Aaron commented: "Having installed the Resultware computer system I am now looking forward to reaping the benefits of having a fully integrated piece of software which covers everything I need in the business from managing service calls through to stock control, accounts and even personnel. All with the same piece of software - amazing."

In addition to covering the day-to-day tasks of servicing the customers' photocopiers, the system has saved a considerable amount of administration time by automating many things including meter-click invoices.

These run into 1000's and previously it was a much more manual task that Office Manager Anna Raine would look forward to as every month drew to a close! Now it has been made a lot more simple from a user perspective making the whole process a lot more efficient.

Founded in 1991, Resultware was formed to provide powerful tailored software that is flexible, modular and inexpensive.

The main users of the software are small to medium sized enterprises. Resultware is a specialist in tailoring its software and integrating systems. In addition to specific products for the temporary and permanent recruitment markets along with the service management markets, the software is flexible enough to be used in many industry sectors.

Resultware is not just a dedicated office technology suppliers tool, and can be tailored to many needs to suit the users' criteria. Any business that runs a service department can adapt the technology that C & G Business Equipment uses and C & G is now reaping the benefits of many more of its features. Aaron added: "I can also e-mail statements which again will save me and my staff a huge amount of time spent on what we now view as quite needless administration."

There exists a few advantages to the services provided by Resultware. Key Performance indications (kpi) allow the user to monitor and assess departments' productivity and profitability from many different views. Whether that be by individual staff member, product group or industry sector a tight grip can be kept on where, when and exactly how each sector is being profitable or not. For instance, targets for turnover and profitability can be set by the deploy-

"Even if my margins are being distorted by unusual events (i.e. loss leaders) I can remove them from the figures with a click of a mouse button to give me the real figure."

ment of a traffic light system. A green light will indicate exactly where in the business a profit is being made or targets are being hit, whereas a red or amber light will highlight where a bit more attention and application need to be applied.



● Anna at work with the service management software - Resultware

Resultware can even alert the end user by GPRS to his or her mobile phone if something is of concern. So if you are out of the office or even away at a conference (or on holiday for those of you who may be a little more conscientious) an update will be sent, wherever you may be.

Aaron added: "Even if my margins are being distorted by unusual events (i.e. loss leaders) I can remove them from the figures with a click of a mouse button to give me the real figure."

Another key part of Resultware is Management by exception - it is no longer necessary to wade through large reports as the system can be set up to highlight areas that are outside of normal expectations and allows the end user to address crucial data.

John Little, Service Manager for C & G Business Equipment said: "Our job is made so much easier with the use of this bespoke system.

Anna has complete control over the history of each and every one of our customers, whether they have ordered a certain amount of stock or placed a call, she can give us an up-to-date account of where we are."

surprised by the scope of the its recruitment system, combined with its capability for training, support and a better understanding of YOUR needs. There is even a range of optional database utilities to enable you to import existing data as an initial dataload.

www.resultware.co.uk

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Recruitment

Resultware's recruitment software is the ideal all-in-one system for both temporary and permanent recruitment agencies and is designed to help you make your agency run more efficiently.

Single database, single system, data is live to everyone as and when entered.

Easy to use and simple to learn.

Provides both "Front" and "Back" office functionality. Automates WTR and Holiday Pay calculation AND payment.

Optional full Accounts with Nominal Ledger.

Customer contact management.

Automated data synchronisation for multiple branches.

Fully integrated solution.

Resultware is simply the most complete and easy to use solution for your business.

Resultware has no doubt that you will be pleasantly



● Service Manager John Little



Going...going...

The Canon iR5000/6000 series of digital photocopier, network-printer and scanner that has served us and you so well over the past few years is to be replaced in July.

The series that copied and printed at a speedy 50 or 60 copies per minute is to be upgraded for a better and improved version.

As is always the case, this will mean that soon to come there will be a launch of its replacement, but more importantly we will have access to a limited amount of the current series at an offer that will be hard to refuse.

SO...If you are still using a fast, i.e. 50 cpm plus analogue photocopier and are ready to step up to digital, or you currently feel your work-load on a fewer copies-per-minute system rising by the day; call C & G Business Equipment on:

01452 332270

for further details and ask to speak to a member of our sales team or your account manager. Alternatively you can e-mail for further information at:

info@cgcopiers.co.uk

Orders are subject to stock availability.



● Canon iR5000/6000, soon to be replaced

Canon setting the standards for a brighter future



● Canon's Weee Man

Everyone has heard of C & G Business Equipment's major suppliers, Canon. Most of you will know that they are an established and world-leader in the manufacture of Photocopiers and

cameras; but away from the corporate image is socially responsible organisation that is pushing for a better future in its various sponsorship and partner programmes.

Canon Europe has announced the launch of a joint environmental awareness initiative by unveiling the RSA WEEE Man. The waste giant is an imposing seven metre / three tonne high human-like sculpture that was on display at London's City Hall on the South Bank and has moved to the Eden Project in Cornwall for the rest of the summer.

The RSA WEEE Man has been created to highlight the growing problem of Waste Electrical and Electronic Equipment (WEEE) in the UK and across Europe. The waste giant is composed of electronic and electrical waste (including washing machines, TVs, mobile phones and vacuum cleaner tubes) and represents the amount of electrical appliance and electronic waste that an average person in the UK is likely to produce in their lifetime.

Canon Europe decided to partner with the RSA to help promote and encourage better waste management and recycling in the community, in a bid to make the disposal of electrical and electronic goods as widely accepted as the recycling of newspapers, glass bottles and aluminium cans. James Leipnik, Chief of Communication and Corporate Relations at Canon Europe said:

"Canon's corporate philosophy of 'Kyosei', which literally means 'living and working together for the common good', is one of the driving forces behind the company's commitment to supporting environmental awareness and being a responsible corporate citizen."

Leipnik continued: "Last year, 1,000 business machines a month were either reused or recycled by Canon's UK operation to prevent them being added to landfill sites. This figure represents 100 percent of the machines returned to Canon by UK businesses. In the consumer arena, we would ideally like to see similar results but we believe it is the responsibility of communities - from manufacturers, consumers through to local authorities and central government - to work together to resolve environmental issues and provide easy access to safe WEEE disposal facilities."

In 2003, the sales of Canon's energy efficient products helped customers worldwide to save around EURO 195million (27.2billion yen) in energy costs and reduce CO2 emissions into the environment by more than 850,000 tonnes (actual figure 863,715 tonnes).



Make us laugh

This month we start our first interactive section. This will add a bit of fun to your day and we trust ours too. It will take the form of various entry competitions and we start off with a caption competition.

All you need to do is e-mail info@cgcopiers.co.uk with your answer. Please keep them clean but other than that, anything goes...within reason.

Put 'Caption Comp' in the subject box and each month we will decide which we thought made us laugh the most and send a gift to that person (So remember to add your details to the e-mail)

We will announce the winners and details of their prize in the following edition each month.

This month we feature our Service Team, a fine looking bunch we are sure you will agree but we need to know what Steve is up to in this shot. Good luck and have fun.



● Nick, John, James and Steve

Hail the new hero of the courts



● Yesterday's Man?

Wimbledon Fortnight normally springs a few surprises and uncovers new talent, and this year's event was no exception.

For many years now Tim Henman has been the 'darling' of the British public, screaming his name with every point won, adorning the colours of the Union Jack with great optimism and packing out what has affectionately become known as 'Henman Hill.'

For the first time in ten years however, Tim failed to make it past round two, but a new sensation is now with us all. 18-year-old Andrew Murray has given the British spectators 'new hope' as we search for a new 'Tiger Tim.'

Tim has vowed to return and will no doubt bring with him the same anticipation and excitement, however there now exists a contender to the thrown.

Although many of the tabloids were quick to

jump on Tim's back with headlines such as 'The King is dead, long live the King,' and 'Tim-who' - Wimbledon, the shocks and shockers that always arise, the rain and sun - and rain will always return, and so, he says, will Tim.



● New kid on the block

Marketing Services

This Newsletter has been produced by CDA. For further information please contact Dean Enon on 01452 621340 or deanenon@btinternet.com for:

- PR Services
- Marketing
- Sponsorship Management
- Copywriting



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