



The Informer

you can
Canon

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Gloucestershire - back on its feet



Well it seems as though most of the County is up and running again, water supplies have been restored and all the utilities appear to be back to normal. However,

I understand that many businesses and countless families are still in the clean-up process and all I can do is hope that if you are one of these, you are back on your feet very soon.

The spirit with which people have rallied round and 'bounced back' is fantastic and still, stories of good will and camaraderie spring up every day.

As far as C & G Business Equipment is concerned it's business as usual, and with that I am delighted to be writing this introduction for the 33rd edition of The

Informer.

Quite a lot has been going on in recent weeks, including a 'VIP' visit from a Director at Canon UK and one of our long-standing Service Technicians lets you in on a few secrets of his daily routine.

The end of the month is always a busy time for all companies, one thing I really look forward to is seeing this newsletter go out to you all, so please, as usual, enjoy the read and try your luck with this month's competition.

**All the best
Aaron**



Invu - Make the most out of a crisis



We can't turn back the clock but we can certainly help any companies out there that may be trying to salvage flood-damaged documentation.

Invu allows for electronic management of all types of information that flows through your office, ensuring that fast and efficient retrieval is always a mouse-click away. Documents that may have perished during the recent flooding crisis that hit Gloucestershire may have been rescued, but the question remains: What do you do with them now?

At C & G Business Equipment we have been singing the virtues of document management for some time and all is not lost as we are offering free, no obligation consultations and demonstrations. Let us show you how you can salvage your soiled documentation FOR EVER.

So simple to use

Invu is the first software in the world designed by the people who use it. Above all, they wanted it simple and straightforward. That's why Invu makes every document in your business fully searchable via an interface that needs minimal training.

Give service a lift

Invu frees your staff from the burden of administration, allowing them to focus on the areas of your business where they can make a real difference, like looking after your customers.

Stay in control

Invu is more than a hi-tech filing cabinet. You

can share documents, create your own workspace with remote online access, keep a track of who saw what and when... there is no more comprehensive EDM software on the market.

Easy on the budget

There is no more cost-effective way to manage the flow of information through your business.

Look familiar

There's something very reassuring about Invu software, especially if you're a Windows user. Its intuitive interface, menu system and folder structure mean you'll find everything right where it should be.

Fit right in

The architecture of Invu software makes it a big hit with IT Managers. It integrates seamlessly with legacy systems, appearing as an icon in the toolbar and dovetailing neatly with complex packages like Sage or ACT.

To arrange a free consultation call
James now on:
01452 332270
or email:
james@cgcopiers.co.uk

INVU:



Partner News - Canon

Canon on route with The Tour of Britain

Following on from the success of the Grand Depart of The Tour de France in London, Canon, a world-leader in imaging and information technology solutions has signed up for its fourth consecutive year as a commercial partner for this year's Tour of Britain.

The announcement makes Canon the longest running commercial supporter of the race.

Canon is supplying a range of high-end print and imaging equipment to the race as well as the official Tour of Britain photographer. The company's imaging solutions and technical support guarantee that all race results and digital images of the high speed, high drama race are captured, distributed and viewed by race organisers and the general public. This year, The Tour of Britain, which is Britain's leading professional cycle race, is seven days in length starting in London on 9th September and finishing in Glasgow on 15th September. The 2007 race promises to be bigger and better than previous years with the route going from South to North for the first time.

The Tour of Britain's official photographers will be provided with state of the art digital imaging products which will ensure high performance and cutting edge photography of the riders and event. In addition, the race

organisers have been given a Canon digital IXUS 700 camera to capture behind the scenes shots of the race routes. The Tour of Britain will also utilise Canon's business products for use in the media centre and other support vehicles as the team travel from London to Glasgow for the seven stages of cycling.

New to the Tour of Britain this year will be the Canon results team positioned at each of the stage finishes which will ensure that the photo finish and results information is calculated and then distilled for the race officials in a timely fashion, so that the jersey presentations can commence 15 minutes after the riders have crossed the line.

Commenting on the continued relationship with The Tour of Britain, Andy Vickers, Managing Director, Canon UK and Ireland said: "Canon globally supports high profile sports sponsorships and cycling is a great example of a mass participation, community focussed sport which fits perfectly with our global philosophy of Kyosei - living and working together for the common good. We've been involved in The Tour of Britain since it was resurrected in 2004 and our ongoing support is indicative of our desire as a business to showcase our technologies which enable companies and individuals to achieve their goals - an objective which is encapsulated in the company's "You Can" philosophy."

Hugh Roberts, CEO of The Tour of Britain added: "I am delighted that Canon has decided to continue its support for The Tour of Britain, making it our longest standing commercial partner. This relationship enables us to maintain the highest standards in imaging and document reproduction on the race this year. Canon provides a level of service and reliability to the race that money cannot buy and its support is highly valued by all the members of the race organisation."



Canon UK Director pays a visit



● MD Aaron Bailey with Canon's Director of Partner Channel, Geoff Slaughter

Geoff Slaughter, Director of Partner Channel for Canon UK, paid a visit to C & G Business Equipment's premises recently.

Managing Director for C & G, Aaron Bailey said: "This just emphasises where we are going as a company. Geoff Slaughter paid a personal visit to us as part of his commitment to customer services and to see how we were implementing our Canon Plus partnership status.

"We have to conform to many standards and I am pleased to say that Geoff was satisfied with how we were representing the Canon brand. It is encouraging to have his and Canon's support as we continue to look to the future."



Staff profile - On the road with a 'Techie'

When you see one of our Technicians you may find that he is in and out before you know it, you may offer him refreshments and take the opportunity to find out a little more about what he has had to do to your systems, you may even get to know him - but more often than not you will not even know that he has paid you a visit, all you will see is the results of his labour.

Many hurdles have to be overcome and many procedures need to have been put in place way before you even receive a visit however, and we are not just talking about training and the booking of service calls!

Take Steve Lake for example - a true seasoned campaigner with many years of experience under his toner-caped belt, Steve still claims to be 'learning all the time' even following more than 25 years service.

Steve said: "The industry has changed so much over the years and now I even receive automated updates from our service software directly to my palm-top device - a bit different to the 1970s.

"Back then, I would arrive at the office and be given a list of calls to make that day. The same applies now, however the list is supplied via some very clever software, Resultware, that keeps our systems up to date and monitors our progress and the customers' down times too."

"This software has helped us to improve our service to our customers, but I still need to jump in my van and hit the road."

These days Steve carries around a completely different set of 'tools' as he would have done in the past. The digital age has meant that the likes of Steve has had to almost re-train as he goes, attending courses run and managed by world-renowned names such as C&G Business Equipment's partners Canon and Invu. Though Steve will maintain that the grounding he gained throughout the analogue years certainly served as a sound foundation for today's IT world.

Steve continued: "It's all about USBs, modems and drives now when it was originally about vacuum cleaners and screw-drivers. It's important to remember though that the principle is still the same, and that it's the customers' needs that matter. More often than not the customer will want to print, scan, copy or archive and as long as we maintain that this is possible the customer is happy that the end result is achieved."

So, the next time you see one of our Technicians, it may be his first or last call of the day. He may have been on countless training courses, remember it's not only technology changes that prompt training, each new system launched carries its own training schedules. He may have a list of qualifications and certificates as long as his arm and he may also have many years under his belt.

One thing is for sure though, he is a representative of C & G Business Equipment Ltd and while he is on your premises, chewing the cud or deep in thought, he will be doing his best to uphold the standards that we set - and he would probably welcome a cup of tea!



● Seasoned campaigner - Steve Lake



● 'I can do this job without even looking these days!'

Our latest pop expert is...



● Steve Bowers

Steve Bowers of Morgan & Co Accountants who correctly guessed that the pop video was Blur's 'Park Life'.



Morgan & Co. was established in 1979 in Tewkesbury. The practice specialises in catering for small to medium-sized businesses. It has vast expertise in many fields but is especially known for its knowledge in the public house / hotel trade and the medical professions. The practice expanded and moved to its new location in May 2003 and increased its staffing levels accordingly. For further information call now on:

01684 295478 - www.morgansaccountants.co.uk



Name the pop video

Yet again you all excelled yourselves with the 80's classic that appeared last month. The answer to last month's pop quiz was

**Queen
with
'I want to break free'**

The first correct answer to be drawn was:

**Judi Magill of
Bond Air Services**

A bottle of Champagne will soon be with you Judi



September pop video quiz

All we can say about this month's video clip is that we are expecting a record amount of entries!

If you can tell us the artist and the song then you too stand a chance to win a bottle of Champagne courtesy of C & G Business Equipment Ltd.

please email your answers to info@cgcopiers.co.uk and put **'September pop quiz'** in the subject box.

We need the artist and the song.



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