

“By far the biggest improvement is in customer service, exactly where we wanted the results”

Susan Horn, senior business analyst, Leeds Building Society

Arena - in Business



How we can help you

98% of our customers would recommend us

Arena in business

At Arena we focus on solving your business issues

- Managing the hidden costs of print and copy
- Reducing storage needs
- Safeguarding documents against loss, fire, theft, flood and unauthorised access
- Freeing up staff time
- Making compliance easier
- Streamlining business systems to improve customer service, reduce costs and speed up payment



Microsoft Partner

Gold Independent Software Vendor (ISV)
Silver Desktop
Silver Server Platform
Silver Virtualization



INVESTORS
IN PEOPLE



Who we are

“The managed print service is brilliant. Arena made all the calculations for us and pointed out the potential saving we would make each month; these savings have been realised.”

Aileen Chapman, director, Advatac Limited

An ethical business

Arena formed in 1991 when the photocopier industry was at an all time low – sales practices and service were so poor, the sector was even in the government spotlight.

Six of us set up Arena because we thought there was a better way to do this – three have since retired but three of us are still in the business, which is privately owned.

Initially we sold and serviced photocopiers. Over the years we have added IT support and a consultancy specialising in electronic document management (EDM). As technologies have developed and converged we now do pretty much everything you need to manage documents efficiently and link them into your business systems.

From the beginning our goal was to be ethical and honest, only selling what was best for the customer. Through delivering award winning service and maintaining those values we have created a loyal client base.

Some of the businesses we work with ...

Carnival UK

A4e

MRC Transmark

Leeds Building Society

Morrish Solicitors

Wabco

Reed Boardall

Civica Group

151 Products Limited

Raleigh UK Limited

WWF UK

Romero Insurance Brokers



Solving your problems

Arena specialises in understanding the problems and challenges that businesses experience with paper and electronic documents. Always starting with an understanding of your unique business issues, we aim to deliver a strategy to reduce costs, drive business efficiencies and produce “greener” ways of working.

Recognised Problems

- Unreliable office equipment
- Uncontrolled print and copy costs and output
- Excessive paper documents to process and store manually
- Substandard service from suppliers
- Risk of document loss or damage
- Wasted time searching for documents
- Compliance problems relating to storage, retention and security of documents
- Scarce space for storing paperwork
- Out of control email traffic
- Disconnected software packages and systems for processing documents

Our Services



Benefits

- Reduced costs
- Greater efficiency – saved time
- Increased productivity – fewer mistakes
- Improved customer satisfaction
- Streamlined and automated business processes
- Compliance with statutory or industry regulation
- Secure and auditable document handling and storage
- Documents protected from damage/loss
- Quality improvement
- “Greener” working practices – less paper office
- Guaranteed peace of mind

What our customers say

“By far the biggest improvement is in customer service, exactly where we wanted the results. We are processing applications faster and customers’ waiting time has reduced. Files can be called up instantly and everyone knows where documents are on the system”

Susan Horn, senior business analyst, Leeds Building Society

MRC Transmark – faster customer responses

MRC Transmark is a world leading distributor of valves and flow control equipment, selling to customers such as Shell, BP and Exxon. Their valves are critical parts for oil pipelines, water systems and chemical flows – and every valve has to be packed with certification documents.

Owen Clark, IS manager at MRC Transmark, said: “We are a very document heavy business – it’s possible for several hundred pages of certifications to be packed with one valve, right back to certifying the materials they were made from. Without mstore we would need to employ around 30 people worldwide to collate all the correct documents for every product we ship.”

Arena started working with MRC Transmark ten years ago and introduced systems to scan documents as stock comes into the business – and from there all documents are computerised. Using Arena’s own software, mstore, documents are also integrated with invoices, proof of delivery notes and delivery documents.

Last year this system was rolled out to France, Belgium, Netherlands, Finland, Singapore, Australia and New Zealand. Owen Clark adds: “The benefits are countless – reducing paper, increased efficiency and better customer service. Now when credit controllers are chasing payment, they have instant access to documents and know exactly what was shipped and when. Similarly when customers ring us we can see immediately what is happening to order documentation and answer queries immediately.

“This system enables us to deliver what customers need – and ensure they don’t go elsewhere.”



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Owen Clark, IS manager – Europe and Australasia, MRC Transmark

Our services – print and copy

“Arena is very professional. We didn’t have any downtime when they installed our new system and there were virtually no teething problems. Arena has ensured we can just get on with our business and this is one less worry to think about.”

Linda Parker, office manager, 37 Park Chambers

Print and copy - the hidden costs

Print often remains one of the last uncontrolled hidden costs in an organisation. There is no ‘one size fits all’ when you need a new photocopier or printer. A retail outlet will have different print requirements from a major corporate with multiple sites. That’s why we work with you to find out how your machine/s will be used, what for, how much you print, in what batches and how much in colour.

We are an independent supplier and regularly review the market for the best products. Our partners include: Toshiba; Kyocera; Ricoh; Konica Minolta and FM Audit.

Findings of our free print audits - what would your business discover?!

- More than 90% of businesses have no idea how much they spend on print
- A number have bought cheap desktop printers without understanding the expensive running costs
- One business had stockpiled £7000 worth of toners ‘in case they ran out’
- One organisation thought they had 39 printers – it was actually 89
- Another business had 25 different makes and models from their 93 printers
- A housing association was dealing with 10 different suppliers for printers and consumables
- Considerable hidden costs – IT teams repairing machines, admin teams researching and ordering supplies

Conclusion: very few businesses have a strategy to control and improve print and copy volumes and costs

Installation, training and IT Support

Our engineers and IT team install your devices and software, linking everything to your network as necessary. Full training is provided to your team so you can make the most of your new devices and our support centre ensures an engineer visits you whenever you need one.



Our services – managed print service

“Arena worked with us to get the right option for our business. We haven’t had an error and Arena’s machines are greener, faster and more efficient.”

Jaime Lockwood,
IT manager,
Morrish Solicitors LLP

Managed Print Service (MPS)

What is Managed Print Service (MPS)?

- A free audit to identify your print usage and work out the right mix of printers and copiers to meet demands and minimise costs
- Software automatically monitors toners – despatched as needed. No need for storage of spares
- Remote monitoring – engineers at site before you know there is a problem
- A single monthly bill to cover print, copy, imaging, servicing and toner. No surprise extras

Morrish Solicitors LLP

Jaime Lockwood, IT manager at law firm Morrish Solicitors LLP which employs 100 people across four offices in Yorkshire, says, “Print was a bit of a beast.”

Arena’s print audit revealed 20 printers across four sites, making it hard to assess volume of print or control costs. Arena installed a combination of printers and photocopiers to deal with the print and copy needs of a busy legal firm.

“Arena discussed our future plans and needs,” says Jaime. “They worked with us to get the right option for our business.”

“A big factor in choosing Arena was the efficiency of the printers. We haven’t had an error and the machines are greener, faster and more efficient. The new printers have duplex printing which reduces postage, filing and archiving costs.

“Arena has made my job easier. Now I don’t have to think about the printers.”



Our services – electronic document management

“Arena came in and helped to turn my ideas into reality. As well as having lots of ‘big picture’ ideas they were also very practical and quickly got to know us and our business to understand what we were trying to achieve and why. We worked well together as a team and this helped in getting the right system for us.”

Tracey Sherrard, head of business change at specialist debt law firm Drydens

Electronic document management (EDM)

Arena can help you manage your documents with our **mstore** software. It will help you scan, organise, store and retrieve documents electronically. It easily integrates with bespoke and industry-specific software.

Our highly skilled consultancy team will get to understand your business processes and identify ways to produce cost savings, minimise errors, reduce wastage and create ‘greener’ ways of working.

Improve your business efficiency

- Reduce paper documents and related storage, print, copy and labour costs
- Central storage place for documents which are immediately accessible on-screen for all authorised staff
- All activities are done electronically – no need to move paper documents around your business. Speeds workflows and secures against loss
- Quick retrieval of archived documents that can be stored in a multitude of formats including email
- Protection of documents from fire, flood, loss, theft and damage
- Audit trail to track document movement and sharing, user access, amendments made and other activities
- Increased document security through functionality to restrict access to sensitive items
- Significantly helps compliance with legal obligations and industry guidelines.

Just some of the documents and processes that EDM can streamline

Accounts Payable

Purchase invoices

Purchase to Pay (P2P)

Remittance advice

Validation

HR

Employment contracts

Disciplinary documents

Sickness records

CRB records

Arena Scanning Services:

Our bureau team can securely scan and shred your paper documents - at our facility or on your own premises.





Wabco

"My biggest concern was confidentiality. I went to see Arena to check out how and where documents would be taken, stored, scanned and shredded. Everything was methodical and professional. Everything they promised to do has been delivered on time and in budget."

Colleen Bosworth, finance administrator, Wabco

Carnival UK

A speedy system to capture customer opinion for Carnival UK is enabling the cruise company to deal with customers' feedback while they are still on board ship. Arena created and installed bespoke customer satisfaction software on the new Queen Elizabeth liner.

Reed Boardall

"Arena were quick on the uptake. I've been impressed. We are in control of all our documentation, have improved processes and greatly improved our service to customers."

Garry Tillburn, managing director, Reed Boardall, Leading temperature-controlled food distribution



Our commitment to excellence in customer service

All Arena employees sign up to our Six Golden Rules for providing outstanding customer service. From our backroom team that parcel up the toner for your printers to our sales team and service engineers, everyone follows the rules.

- Answer your phone
- Don't make promises unless you will keep them
- Listen to your customers
- Deal with complaints
- Be helpful
- Take the extra step



"The service support we get from Arena is quick and reliable. The engineers arrive promptly and are very professional and polite towards our staff."

Albert Hopewell, contracts manager, Raleigh UK Limited

"The best bit of my job is going out and meeting our customers. It's important to build a relationship with them. We're not simply fixing a machine, but helping a client."

John Crookes, technical support manager

Arena's apprenticeship programme

We have run an apprenticeship programme to train our service engineers since 1994. The five year apprenticeship combines training in the latest technologies with customer care skills.

Technical support manager John Crookes joined Arena's apprenticeship programme 10 years ago straight from school after his GCSEs.

He supports a team of engineers and is still on the road himself.

"I've grown up at Arena. I joined the apprenticeship programme at 16, not really knowing what I wanted to do. But it was clear that I could progress here and there were good incentives to encourage me.

21-year-old Craig Russell joined Arena's apprenticeship programme just over two years ago.

"We get the very best training, including the chance to learn from big manufacturers such as Toshiba and Kyocera. Being able to work on the very latest machines is a real help with my job."



Our commitment – to the community and the environment



Arena in your community

At Arena we believe in giving back to our community. Many of our charitable and voluntary activities are focussed on helping children and young people. Some of the ways we help

- Arena is the main sponsor of the Jane Tomlinson Appeal's Junior and Mini Fun Run and pays the entry fees for the thousands of youngsters taking part
- Through partnerships with Barnardo's and Leeds Ahead our employees have helped schools to deliver enterprise projects and cleared up urban areas
- All our employees are given two days a year to volunteer with local charities
- We match fund employees' fundraising for charities

Arena and sustainability

Arena helps businesses in a number of ways to be eco-friendly and to achieve sustainability and low carbon targets

- Energy efficient printers and copiers that use less power and have sleep modes
- Flexible software that ensures staff only print what they need
- Machines that print on both sides of the paper
- Electronic document management system that scans, stores and organises critical documents and reduce paper filing
- We can take away and recycle your old equipment



Arena Group is a leading business in photocopiers, managed print services, and electronic document management.

We provide the hardware, software and service support that organisations need to copy, print, scan, distribute, archive and retrieve their documents.

Our aim is always to help you reduce costs and make your organisation more efficient.

"Storing our accounts payable documents electronically has eliminated human error, is saving time and has given us more control over our processes."

Ian George, finance director, 151 Products Ltd

"The quality of the machines and responsiveness from Arena help ensure we can be the best at what we do."

Sandra Shapiro, procurement advisor, A4e

Call us today to find out how we can help your business

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