the document experts

Arena
group

ASK OUR CUSTOMERS WHAT THE BEST THING ABOUT ARENA IS, AND THEY WILL TELL YOU IT'S THE SERVICE.
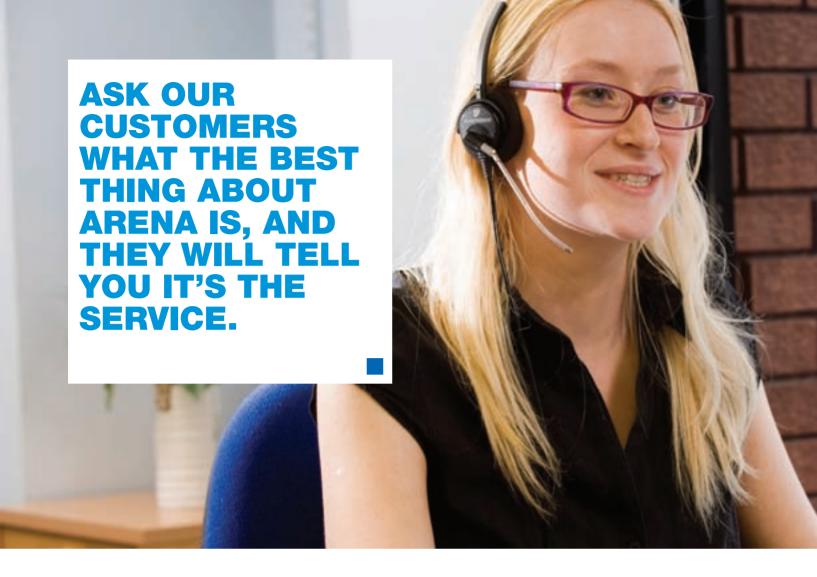
Arena Group was established in 1991 and is recognised as one of the North's leading businesses in photocopiers, IT and document management.

Loyal and motivated employees mean that you as a customer get top quality service. Employees who stay with us for years get to know your business, are highly proactive in delivering service and take ownership in finding the most cost effective and efficient solutions.

We want to give you a competitive edge so that you want a long term relationship with us.

The evidence of our commitment to people, quality and customers has been recognised in a number of prestigious awards including:

A Sunday Times top 100 best small company to work for

Yorkshire's Best Company to Work for

We also have a string of top quality standards and recognitions:

Microsoft Gold Partner

ISO 9001

Yorkshire Purchasing Organisation approved supplier

Quality accreditations for our technicians

Investor in People

The following information will give you a flavour of the breadth of business problems that we can solve. But most of all it will convey our passion for our customers and the great relationships that we have with them.

FS 27889

CASE STUDY

National Chamber Award for Excellence in Customer Service 2008

"With such an amazing track record in customer satisfaction levels, Arena really deserves to be recognised for this significant achievement

Neville Rayner,
President of British Chambers of Commerce

After walking away with 2008's Regional Chamber Award, Arena gained national renown, scooping the Chamber's National Award for Customer Service Excellence.

Arena prides itself on delivering you an unrivalled level of customer service and judges were bowled over by the standards it has achieved in this notoriously difficult area.

Martin Wright, seen above holding the award, says, "Customer service is absolutely vital. Our ethos ensures that every person, in every department of the company, puts the customer at the heart of everything they do."

Victoria Georgalakis, AXA PPP Healthcare, said "Arena Group's commitment to achieving the highest levels of customer service impressed all the judges. Customer satisfaction levels consistently reach a very impressive 96%, a standard that many businesses could only dream of achieving: and the customer centric culture and ethos has undoubtedly given Arena a real edge over the competition."

The awards, presented at London's Natural History Museum, recognise outstanding achievement within the UK business community and reward those accomplishing exceptional results.

In order to achieve these unrivalled service levels Arena focuses on the areas that matter most:

✔ Staff regularly receive extensive customer service, along with role specific, training.

✔ A high rate of staff retention means our staff know you and your needs

✔ Arena publishes updated service statistics on the website, holding the company accountable to you, the customer

✔ Arena currently achieves customer satisfaction levels of 96.2%*

✔ Arena's quality standards include ISO 9001:2008, ISO 14001, and Investors in People, to name a few.

For more information on Arena, please visit **www.arenagroup.net**

*based on customer survey 2008

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COPY AND PRINT

We are approved suppliers for the world's top manufacturers of photocopiers and printers. Our independence means we are able to choose the manufacturers we think have the best products for the greatest range of business needs, selecting the best equipment for each customer regardless of who makes it.

We can supply low volume desktop printers through to heavy-duty document production centres for print rooms, capable of handling up to 500,000 black and white prints per month.

In most cases, customers want us to link their photocopiers into their IT systems and telephone lines. This enables them to scan in documents and photos at top quality; print to their devices; send and receive faxes through their machines and increasingly scan documents straight into an electronic document management system.

We can carry out a print audit to identify current print costs and the best print options for the future. Finding the right machines for the right job will help you make significant cost savings, considerable improvements in productivity, and reduce your impact on the environment.

We can provide print management software to control how printers and copiers are used in your organisation so that, as examples, you can bill print costs to departments, or password protect certain functions such as colour printing.

Business benefits

✔ Reduce print costs and paper usage

✔ Colour machines can reduce outsourced print costs for posters, brochures and newsletters

✔ Budget control systems ensure better control and allocation of costs

✔ Latest machines are more energy efficient and have a lower cost per printed page

We can supply low volume desktop printers through to heavy-duty document production centres

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INFORMATION TECHNOLOGY

Most of our customers not only want us to supply and install their IT – they also want us to act as their own 'in-house' IT department, providing telephone support for simple problems and coming out to trouble-shoot when needed.

We can sort out every aspect of your IT from networking and cabling to back-up services, supplying a vast range of IT hardware from top manufacturers such as Acer, Toshiba, Sony, Fujitsu Siemens, HP and Compaq.

We will recommend and supply software appropriate to your needs, including anti-virus and email filtering plus the full suite of Microsoft offerings.

With presentations becoming increasingly high-tech, we can also fit out board-rooms and meeting rooms with whiteboards and high definition TV screens, networked into your computers and printers.

There are two service contract options – either a fixed annual rate, based on a pilot of your typical needs or you can pay on an 'as needed' basis calculated on hourly rates. Our IT engineers, all Microsoft certified, will set up visits and reviews on an agreed basis to anticipate and deal with possible issues and minimise the chances of crises and crashes.

Business benefits

✔ Cost effective 'in-house' IT support

✔ Knowledgeable about latest technology – what works and what will add value

✔ Loyal employees – your engineer will know you and your individual IT set-ups

✔ Proactive service – we aim to anticipate and avoid crises as well as recommend new products that will improve your business

✔ Budgeted support to avoid spiralling IT costs

We can sort out every aspect of your IT from networking and cabling to back-up services

EXPERT CONSULTANCY

Expert advice is crucial to the service we provide, whether you want to introduce a major new document management system or simply need a new photocopier.

Before we make any sale to you, we will get under the skin of your business and analyse its needs. This could be discussions about your current processes and needs through to in-depth investigations using software to identify the use of print, copy and management of documents in your organisation.

We will ensure that every product or service we provide is exactly right for you.

Basic consultancy comes included as part of any product sale.

In addition, we offer a full consultancy service to tackle major improvements to your business systems through our expert electronic document management (EDM) team.

This consultancy service involves spending time in your organisation to understand your processes and how things work in reality, not just in theory. We monitor the flow of information and documents around your organisation and identify any areas where efficiencies and cost benefits can be gained.

By examining a document's 'life-cycle' from start to finish we can produce an objective report with recommendations for improvements. This ensures that when you do introduce new document management systems, you will have all the facts to make the best decisions for your business.

Business benefits

✔ Uncover problems you didn't know existed

✔ Identify best practice for your organisation

✔ Ensure all future purchases are 'fit for purpose'

✔ Achieve maximum return on investment from your chosen products and services

We will ensure that every product or service we provide is exactly right for you

ELECTRONIC DOCUMENT MANAGEMENT

We can help you take control of documents in your organisation, whether paper-based or electronically produced and stored.

Our team of experts is trained to find the most efficient way to manage documents in your business, invariably resulting in greater productivity and improved customer service, as well as better audit and regulatory trails.

Our own internally developed electronic document management software, M-store, provides the basic architecture for the electronic storage, indexing, monitoring and reporting of documents.

This can be expanded with specialist packages for email archiving, automated document transmission, storage and routing of incoming post, and workflow tools to move documents around your organisation electronically.

One of the things our customers value is that we listen to what they want and design a system to meet their needs. We can automate data capture to ensure your documents are stored and indexed with as few key strokes as possible, whilst our programmers are also able to integrate M-store with software that might be specific to your industry, ensuring you never have to change any parts of your processes that already work well.

One of the things our customers value is that we listen to what they want and design a system to meet their needs

Business benefits

- ✔ Reduced print and paper costs – reducing carbon footprint and increasing profitability
- ✔ Immediate access to customer files to handle their queries in seconds
- ✔ Electronic tracking to advise on status of customer orders and applications – approvals and progress can be seen online in seconds
- ✔ Reduced time hunting for documents, less chance of files going missing
- ✔ Secure archiving of all emails
- ✔ Efficient audit trails, better regulatory compliance
- ✔ Eliminate filing cabinets and save valuable office space
- ✔ Electronic processes for travel expenses, invoices, petty cash approvals, post distribution – faster payment, better employee support

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KEEPING YOUR BUSINESS RUNNING

Service is how we differentiate ourselves from the pack and we therefore work tirelessly to keep improving our already exacting standards.

Underpinning our work is a no compromise policy on the recruitment of top quality personnel. Having recruited our "Arena people", we then ensure that the quality and quantity of training delivered is unsurpassed.

We recruit more people than normally required in this industry to ensure all personnel have time to train without compromising customer service.

These staffing levels allow us to deliver an average response to all our customers of less than 4 hours from time of call being placed to the engineer's arrival at their premises.

However, customers tell us it is irrelevant how quickly an engineer turns up if they do not have the right parts to make the repair. So our service engineers carry a range of parts enabling them to achieve a first time fix rate of over 95%.

We provide all our engineers with laptops to give them real-time access to our service management system. From a customer's premises they can review a machine's history, consult service manuals and even organise a same-day stock replenishment. As well as delivering increased customer satisfaction and first time fix rates, it also improves our efficiency which in turn allows us to be more competitive.

We have a purpose-built service and training facility where we train our field engineers and produce our own outstanding technicians of tomorrow, through our academy-style apprenticeship scheme.

We recruit more people than normally required in this industry to ensure all personnel have time to train without compromising customer service

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37 Park Square Chambers

Leading practice of Barristers, based in Leeds

Linda Parker is the office manager at 37 Park Square Chambers and explains that their previous computer and IT network system, which was five years old, had 'had its day', crashing and failing its back-ups.

Arena carried out a free IT survey and produced a risk report with recommendations for their current and future requirements.'

Linda says that the process of installing the new network system, including two server units, multiple PCs, and cabling, was painless: "Arena is very professional – other companies may be a bit cheaper but they can't compete on service. We didn't have any downtime when they installed our new system and there were virtually no teething problems."

Arena has also supplied photocopiers and a document management system, so documents are filed electronically when scanned in.

Linda says she likes the fact that Arena sends out the same engineers, who get to know their customers. "When you get to know people, you aren't frightened of saying 'I think I'm being an idiot, but could you help me on this'!"

"They are very very good at what they do and how they do it," she adds. "To be honest, computers are just there to make life easier and you don't want to spend a lot of time thinking about them."

"Arena has ensured we can just get on with our business and this is all one less worry to think about."

Linda's comments about Arena

✔ There are always engineers on the road, they can come out quickly if you need them

✔ Most problems can be solved through remote access

✔ The engineers get to know the customer which builds confidence in asking for help

✔ Very efficient – you get very few problems

"Arena has ensured we can just get on with our business and this is all one less worry to think about"

Linda Parker,
office manager

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Romero Insurance brokers Ltd

Governed by the FSA, the Romero Group works in a highly regulated industry. The amount of paperwork that has to be kept for regulatory purposes has increased, leading to an increase in storage and costs as well as being hard to manage.

There was also no link between customers' back up documentation and the specialised software, Agency Manager, used by insurance brokers.

Arena installed a photocopier, complete with an eCopy ScanStation, which scans customer documentation straight into Romero's specialised software.

Janice Taylor, Romero's group systems manager, explains how this works: "Agency Manager helps our insurance brokers to up sell, renew and cross sell efficiently. The fact that we are able to incorporate customers' paperwork into the systems via the link between the copier and the eCopy ScanStation ensures this process runs smoothly".

Romero is legally required to keep all incoming post relating to insurance business and to have a disaster recovery plan. Miss Taylor says that they can also achieve this with the new copier: "Incoming post is now scanned into the system so we have a complete audit trail and the system is backed up regularly, meeting regulatory requirements.

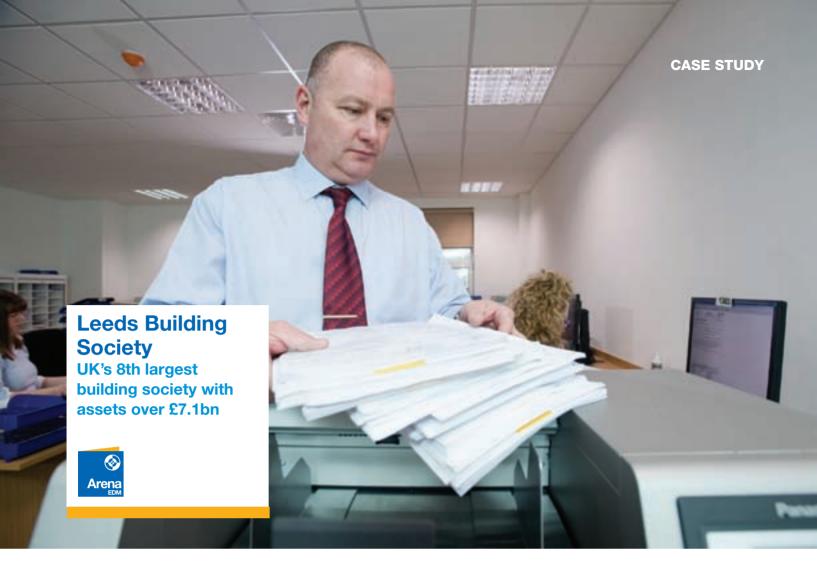"Training has been generally excellent and maintenance great. I would definitely recommend Arena"
Janice Taylor, Systems Manager

Service and training has been an important part of putting in the new systems. Miss Taylor adds: "Arena has proved as reliable and effective as the solutions they provided. Training has been generally excellent and maintenance great. I would definitely recommend Arena."

Business benefits

✔ All customer information can now be found in one place

✔ Documents never get lost

✔ Quick recovery of investment because of improved processes

✔ Helps meet regulatory requirements

✔ Colour printing option is included

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Leeds Building Society

UK's 8th largest building society with assets over £7.1bn

Outstanding customer service is critical to Leeds Building Society. Despite year on year growth, they had already achieved an excellent turnaround time from application to mortgage offer of 11.4 days. The challenge for Arena was – could this be improved?

Susan Horn, senior business analyst, explained: "Mortgage applications are notoriously difficult to digitise. Forms need to be completed by hand with signatures, proof of ID and so on. You can't just key this into a desktop. A constant flow of paper passed between branches, head office and the mortgage processing centre and had to be matched to the mortgage application file."

Arena was asked to produce a pilot to prove a digitised and streamlined process would deliver benefits. They wrote a new workflow to control the processing of mortgage documents so that everything was done electronically.

Susan Horn is enthusiastic about the results: "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."
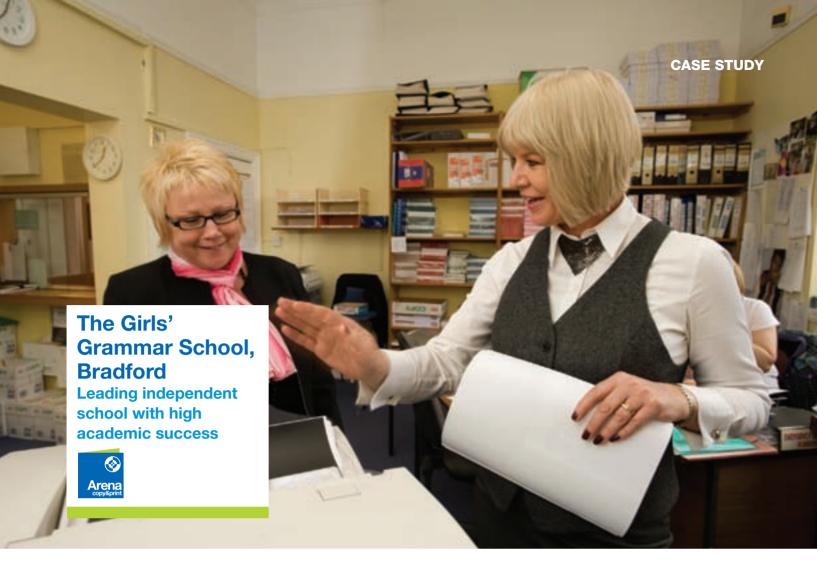
Results

✔ The workflow pilot is being rolled out across the business

✔ Created 10% more floor space

✔ Reduced time for application to mortgage offer by 23%

✔ Customer compliments on speed of service

✔ No obvious teething problems – smooth transition

"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.

The Girls' Grammar School, Bradford

Leading independent school with high academic success

Arena copy&print

Bradford Girls' Grammar School has a wide range of print requirements from producing colour booklets, school magazine and brochures to copying large volumes of black and white documents such as curriculum work, exam papers and course notes.

Arena analysed the school's needs and recommended different machines to ensure maximum efficiency and cost savings.

"Before, we outsourced our colour printing including the production of our in-house school magazine, the Bradford Independent. This was costly and time consuming," said Julie Newman, the school Head's secretary.

"The science department run an annual science week. Now we scan in photos to the machine, within minutes the photos can be placed into the Bradford Independent and distributed. It really is wonderful and the quality is very good."

Students won a Wharfedale Festival of Music and Drama award for posters, tickets and programmes produced for Calamity Jane and Daisy Pulls it Off, using their new machine.

"We produce a monthly report which tracks the printing and copying by department. I can stop costs escalating and have much more control over them," said Michelle Taylor, Estates Purchasing Manager.

"The service and support from Arena is second to none – they are friendly and helpful and will always go the extra mile."
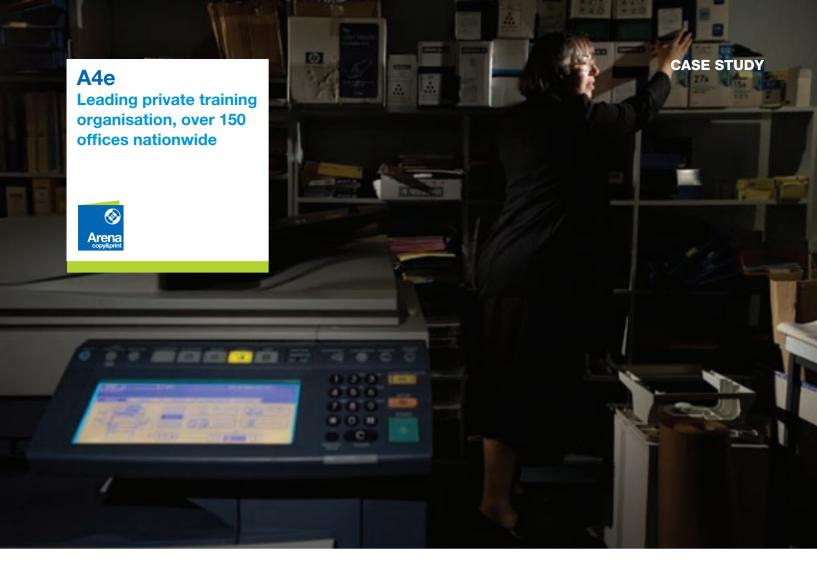
Results

✔ Reduced cost and time for high quality colour brochures

✔ Better budget control

✔ Quicker turnaround of the magazine

✔ Single supplier makes life easier

✔ Telephone training if needed

✔ Service ensures machines constantly running

"The service and support from Arena is second to none - they are friendly and helpful and will always go the extra mile"

Michelle Taylor, Estates Purchasing Manager

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A4e
Leading private training organisation, over 150 offices nationwide

Arena copy&print

A4e works with the Government to provide training, recruitment and small business services.

"Our business is all about helping and giving advice to our customers, be it individuals or small businesses," explains A4e's purchasing manager, Sandra Shapiro. "We need to supply information sheets and documents to take away. Producing this material was costly as we had to outsource work where documents included colour – and not all our staff had access to suitable printers."

Reliability of the machines and service and support were both important when they asked Arena to help them.

Each office now has a printer which can produce 35 black and white documents per minute as well as password-protected access to colour printing.

"We have two machines in one and it's not expensive as we can monitor the use of colour through the password prompt. We can manage costs by checking what is being printed by whom and when."

There are very few problems with the machines, but Sandra says that any calls to the engineers are actioned within 8 hours: "The engineers are very helpful, even providing training if anyone needs it.

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

Business support

✔ Service calls actioned within 8 hours

✔ Free on-site training if needed

✔ Password protection

✔ Budget control

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

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Reed Boardall
One of UK's largest temperature controlled food distributors

Reed Boardall stores over 5700 different products at their cold distribution centre in Boroughbridge and delivers 175 million cases a year of frozen food to both retail distribution centres and food service depots across the UK.

In this very fast moving environment, timely information is vital, with different customers requiring individually tailored solutions.

"I've been impressed. We are in control of all our documentation, have improved our processes and greatly improved our service to customers"
Garry Tilburn, MD

Reed Boardall wanted an information trail that could be accessed by employees internally and give restricted external access to customers over the web. They also needed to reduce paperwork and the need for filing, as well as retain full traceability.

Garry Tilburn, MD of Reed Boardall Cold Storage, said: "We met Arena and they showed an excellent understanding of our operational techniques and processes. They were quick on the uptake and we only had to explain things once. They sorted our methodology while we were talking."

Arena developed a new process around existing systems, using M-store electronic document management software. This covered everything from the production of delivery notes to the scanning, electronic storage and monitoring of documents.

Documentation for each delivery is tracked, using barcodes, as it goes out and comes back in. The system knows what each customer requires and so can flag up anything that is missing. Secure accounts allow customers to view their goods received notes online.

Reed Boardall has been committed to a 'green strategy' from the early 1990s and the new system is targeted to reduce paper costs by at least 30%.

Tilburn added: "The first stage has been installed seamlessly. I've been very impressed. We are in control of all our documentation, have improved our processes and greatly improved our service to customers."

Business benefits

✔ Cost reductions in producing and managing paperwork

✔ Reduced paper and waste paper disposal costs – at least 30%

✔ Improved visibility of information, internally and to customers

✔ Fully loggable audit trail

✔ Customers can invoice sooner - a significant competitive advantage

✔ Reduced number of misplaced documents and early identification of any potential problems

✔ Smooth implementation – the bespoke solution integrated with existing software and processes

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