



# Docuflow

Document Workflow Solutions



Mabe Allen LLP  
Chartered Accountants & Business Advisers

## About



Mabe Allen is a leading East Midlands accountancy practice with a head office in Derby and two similar sized offices based in Ilkeston and Ripley providing advice in the following areas; Accountancy, Auditing, Business and Strategic Planning, Corporate Finance, IT Solutions, Payroll Services, Taxation, Trusts and VAT to Corporates, Charities and Personal clients. They are proud to have been voted “Small

Accountancy Firm of the Year in the East Midlands - 2016 and 2017” by the Institute of Chartered Accountants in England & Wales.

As an expanding practice Mabe Allen decided that they would assess the market place and speak to various providers of Managed Print Services to replace their existing fleet of 44 printers and multi-functional devices with the aim of reducing costs, having an improved print, scan and copy infrastructure with transparent account management and contracts.

Docuflow was asked to carry out a review of existing devices and to make recommendations of how improvements could be made.

The Docuflow presentation detailed how service improvements and call out response times could be improved, the automation of consumable ordering, a standardised range of mono and multifunctional printers with scanning, faxing and



e-mailing with simple to use document workflows with software which details user trends and usage complemented by transparent service and support agreements and easy to understand end of quarter invoicing.

Having met with existing and potential providers Mabe Allen awarded the contract for 44 OKI devices to Docuflow and installed across the three branches out of business hours over a 3 week period.



“Installing OKI print devices from Docuflow was certainly a good decision. We have standardised models, saved money, improved service and have great account management. We are delighted with our new contract and recommend Docuflow for the job they have done.”

**Sue Bishop**  
Senior Secretary/PA

## Overview

### Challenge

- Mabe Allen wanted to standardise devices, have a more transparent contract and improve service and automate consumables ordering
- Mabe Allen felt that their existing fleet was not suitable for their requirements and any new contract should rectify this but with cost savings
- Mabe Allen were looking for improved account management and complete transparency of contracts and costs

### Solution

- Docuflow standardised manufacturer and models, with an install over an agreed time frame and a dedicated account manager who is responsible for all aspects of managing the account
- Docuflow provided an agreed support package with fixed SLA's and KPI's and issue an easy to understand invoice each quarter

### Benefits & Improvements

- Printing, Copying and Scanning is now trouble free, if there is an issue it is resolved quickly
- Devices are simple and straightforward to use with consumables being monitored off-site and delivered when required
- An account manager who is responsible and pro-active and ensures any questions are answered quickly and issues are dealt with before they become problems

For more information visit [www.docuflow.co.uk](http://www.docuflow.co.uk)