

The Miller logo, consisting of a cluster of white dots of varying sizes arranged in a pattern that tapers to the right, above the word 'Miller' in a white, serif font.

Case study

THE CHALLENGE

Miller Insurance Services LLP has a long-term plan to move towards paperless offices at its bases in London, Henley and Ipswich, and further afield in Brussels, Paris and Singapore.

It is an agile business, with tech-savvy teams committed to continuous improvement and digital transformation, yet current operations are still reliant on printing and scanning.

Miller's Head of IT Christian Kitchen, who is based at the firm's London headquarters in Mark Lane, near Fenchurch Street, said: "We have exacting standards and reliability and quality of service are crucial.

"We need a provider who can give us the excellence of service we require now, while paper is still fundamental to our daily transactions, but also a team that has the technological knowhow to support us in our digital transition.

"We also take data security incredibly seriously and knowing our core equipment is not just fit for purpose but will be continually updated for compliance is a powerful advantage."

"SOS Systems can address our current needs and also offer a long-term strategy that we can pursue as we move further along the journey to a paperless office."

CHRISTIAN KITCHEN, HEAD OF IT AT MILLER INSURANCE SERVICES LLP LEGAL

THE SOLUTION

SOS Systems provides Miller with a network of 30 Canon devices, all linked to the uniFLOW platform – the most secure and scalable print and scan software on the market, offering the highest level of document security and GDPR compliance.

Remote monitoring and proactive maintenance by SOS Systems' technicians has removed the need for Miller's in-house IT team to spend time on printers, meaning they can focus on strategy and digital transformation.

THE RESULT

Miller has renewed its print and software services contract with SOS Systems because of the confidence the team provides on a continuous basis.

Christian said: "SOS Systems hits the mark for us. They can address our current needs and also offer a long-term strategy that we can pursue as we move further along the journey to a paperless office.

"Having a partner that provides such excellent quality of service means we don't have to divert resources internally to the upkeep of our current equipment. That provides real competitive advantage and means we can focus on innovation and transformation inside the business."

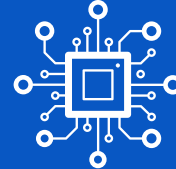
He added: "They provide a premium service. It's personal and they are very engaged. We feel valued and that is ongoing. So many suppliers give you a wonderful initial sales pitch, but don't follow up and the promises you were made are not delivered. We have never had that experience with SOS Systems and that singles them out against all other suppliers I have worked with in London."



SERVICE
EXCELLENCE



GDPR
COMPLIANCE



DIGITAL
TRANSFORMATION



Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.

INNOVATION | TECHNOLOGY | SERVICE

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