



Case study

Transvalair is a BIFA (British International Freight Association) approved freight forwarder, operating international freight companies by air, sea and road. As well as its eight UK offices, the firm also has sites in Malaysia, Scotland and the United Arab Emirates.

THE CHALLENGE

SOS Systems provides Transvalair with a total of 12 Canon devices across its eight offices in the UK.

When the business relocated its Head Office to a new base in the Manor Royal Business District in Crawley, close to Gatwick, it needed a printing solution that would give staff continued access to a printer throughout the move, as well as a seamless transition into the new facility with minimal disruption to the day-to-day running of the business.

“The quick turnaround meant we could start work at our new office straight away. SOS Systems understood our requirements and completed the job with the minimum of fuss, so we couldn't be happier.”

THE SOLUTION

To ensure seamless service during the move, SOS Systems provided loan machines to Transvalair so staff working at the existing base could continue printing while their devices were relocated to the new site. The team also provides ongoing support and advice to Transvalair on how to reduce waste, improve security and maintain GDPR compliance, as well as remotely monitoring the equipment.

THE RESULT

Once the move was complete, SOS Systems engineers were able to get all printers set up and operational within 30 minutes, reducing any disruptions to the running of the business.

Transvalair's IT Manager Roberto Bejar, said: "SOS Systems were extremely helpful from start to finish and made the whole move very straightforward. We only had to tell them when we needed our printers ready and they took care of the rest.

"The quick turnaround also meant we could start work at our new office straight away. SOS Systems understood our requirements and completed the job with the minimum of fuss, so we couldn't be happier."

Remote monitoring also means that staff can contact an engineer directly, ensuring any problems are quickly fixed, significantly reducing the impact of machine downtime.



SERVICE
EXCELLENCE



MINIMISE
DOWNTIME



ONGOING
SUPPORT

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

01293 562525 info@sosystems.co.uk www.sosystems.co.uk
SOS Systems Ltd. 5-6 Merlin Centre, County Oak Way, Crawley, West Sussex RH11 7XA