



Managed Services

Case Study

by

CNG Business Services

www.cngbs.com

Overview

- CNG Business Services (CNGBS) is a Company dedicated to offering Value Added Services to the Reprographic Market by utilising it's Call Centre Operation to add a competitive advantage and efficiency to it's customers Service Support Structure.
- We deliver annual savings of £13,500 per 2,000 copiers in your fleet.

Overview

- We work with several companies handling their data in the strictest of confidence.
- CNGBS is part of the CNG Family of companies, established in 1971.

Outsourcing

- 80% of major Corporations outsource or have plans to outsource services to a 3rd Party in the next two years.
- Outsourcing is now recognised as a core requirement for the SME market as the pressure on reducing costs in today's difficult market environment increases.
- Allows you to focus on core competences and takes away time consuming non-core activities.

Meter Reading Collection

- Whatever the number of Photocopiers within a Company's Fleet, the monthly collection of Meter Readings is labour intensive and expensive task, using either dedicated staff or costly temporary personnel to manage the process.
- We provide a confidential, low-cost meter reading solution which enables your readings to be correctly and accurately taken across a portfolio, at less than half the cost of doing this yourself.

Cost Saving Example

- Photocopier base of 2000 machines requiring monthly billing.
- Total Staff costs to collect readings - £24,000 PA.
- Cost of calls including 25% call backs - £3,000 PA.
- Total Cost £27,000 PA or approx £1.00 per Reading per Month.
- CNGBS can provide a Guaranteed Service for £13,500 PA.
- A saving of £13,500 PA - a 50% saving.

Other Benefits

- Can help improve cash flow – eg if invoice quarterly in arrears now, monthly data will enable you to invoice faster and get paid sooner.

Client Testimonial

“Using CNG Business Services has had a tremendous positive impact on our organisation. Not only have they saved us considerable cost, but they have freed up funds for us put to better use in managing our fleet. We have no doubt they could help all photocopying firms.”

Glyn Halliday, Toshiba TEC UK Imaging Systems Ltd., formerly D4C plc

Summary

- Outsourcing is a proven, credible and cost effective method for the collection of Meter Readings.
- Other advantages include all year round support, no holidays or sick days and guaranteed confidentiality of the customer base.
- CNGBS is your dedicated partner for these services.

Contacts

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