

# simply

Your total fulfilment solution



**data**direct  
DISTRIBUTOR & MPS FULFILMENT SPECIALIST

# Your distribution partner for over 30 years

Over the past 30 years, Data Direct has become one of the largest and most experienced businesses of its type, enabling it to retain its position as the number-one choice for dealers across the UK.

With a clear focus on six critical industry elements, Data Direct can provide its customers with a wide range of products, services and Partner Programs. These include business-critical solutions, such as direct-to-end-user fulfilment services, supply chain automation, award-winning device management software, carbon-neutral (not to landfill) recycling and many other dealer-focused innovations.

Sustainability



Automation



Technology



Research &  
Development



Innovation



Service & Support



# simply



simplyfulfil



simplypips



simplydeliver



simplyservice



simplypackage



simplyrecycle



simplylinked

# Our fulfilment programme combined with SimplyPIPS and SimplyLinked provides the most comprehensive back-to-back delivery solution on the market.

## Reduce your total delivery costs



Re-deploys staff from picking and delivering consumables to more profitable areas of the business. Reduces risk of disruption to daily tasks due to sickness or holidays.

## Free up your credit lines



Reduce capital employed by using Data Direct as your warehouse. No need to place stock orders in order to get the best price. Enjoy improved cashflow.

## Plain or branded delivery notes



All delivery notes can be branded with your company logo.

## Reduce warehousing costs



Reduces the area needed to house toners and consumables, therefore helping to reduce costs of space and stockholding.

## Next day fulfilment

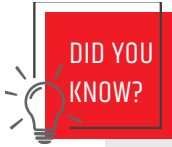


Reduce your logistics costs by using our next day delivery service straight to your customer's door.

DID YOU  
KNOW?

We have reduced the impact of the double handling goods by using "SimplyFulfil"... Our end-to-end solution

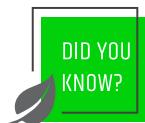




## Increase sales, improve efficiency, increase profits & improve cash flow

Originally this system was set up to deliver parts and toner directly to our customers' end users in those time-critical situations. It has now grown into the complete outsourcing programme delivering real value to our customers.

With "SimplyFulfil" outsourcing system you can grow your business without the additional capital and space associated with the cost of growth.



We have achieved Bronze for the EcoVadis global sustainability award



# Our SimplyPIPS program will get you revenue on time, improved consumable control & more prospects...



## Add value & take control

One of the biggest challenges is also one of the biggest opportunities. Our new PIPS programme enables incremental business with existing customers as well as providing advanced fleet management



## Data monitoring

PIPS discovers all networked printers & MFP's, providing real-time information to enable new opportunities with your customers



## Security & trust

PIPS retains all your customers' data securely with unique user-defined access, ensuring your data is your own



## SimplyFulfil

PIPS enables alerts sent for consumables to be delivered through our SimplyFulfil system direct to your customer, reducing stock holding, improving efficiency and increasing sales



## Plug 'n' play

PIPS runs on Windows, Mac, Linux and Raspberry Pi platforms, making it easy to install, intuitive and simple to use

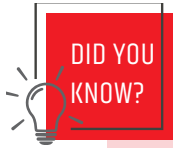


## Billing

PIPS billing allows automated billing taken directly from the device counter readings and is fully synchronised with Sage, QuickBooks and Xero

DID YOU  
KNOW?

Manage your fleet without leaving the office, reducing your emissions & carbon footprint



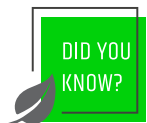
## Benefits of system integration & SimplyFulfil...

One of the biggest challenges is also one of the biggest opportunities. Our PIPS program enables incremental business with existing customers as well as advanced fleet management.

Our scalable software offers everything from simple print auditing through to complete software integration and fulfilment across multiple vendors.

The intuitive interface is browser based with agents running on Windows, Mac, Linux and Raspberry Pi platforms. A graphical dashboard provides simple, real-time information, at a glance, with details only a click away.

- Increase Sales
- Improve Efficiency
- Increase Profits
- Improve Cash Flow



We have already reduced our own energy footprint & energy consumption by 70%



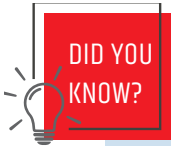
# Turn field service into a strategic lever with unrivaled customer experience

- Partnering with ByBox
- +27,000 lockers
- 1,037 locker sites
- Pre-8am delivery SLA
- 24 hour system driven returns
- 30m parts delivered annually
- 365 days a year
- Fixed delivery points means getting your parts is more reliable than ever
- Lockers keep your deliveries secure, you have full access control and visibility of what doors are being accessed and when



DID YOU  
KNOW?

Reduce environmental impact by shipping parts & consumables closer in proximity to your customers



# Benefits of modern field inventory management

## Inventory

- Drive tighter SLAs with parts closer to the end-users
- Better asset optimisation
- Continuous access to stock when and where it's needed
- Avoid inventory write-offs
- Improve inventory turns

## Logistics

- Cost avoidance (same day/next day delivery)
- Full transparency all the way to the edge
- Full tracking of movement across parts life-cycle, outbound & returns
- Rapid returns loop

## Field Service

- Turn field service engineers into brand ambassadors
- Increase engineer productivity (more jobs/day, less drive time)
- Improve FTF rate (reduce parts-related return calls)
- Increase customer satisfaction / NPS scores



We have reduced plastic packaging by 90%, by reducing excessive packaging



# Reduce costs, increase efficiency, work in real-time & deliver an infinitely better service

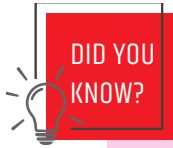
SimplyService Management is a field service management solution of integrated management and administration systems, created specifically to meet the demands of today's copier dealerships, with an automated meter billing function, field service management, repair and maintenance operation.



- Service call management
- Automated billing
- Fault report
- Account management
- Stock usage
- Basic reporting functions
- Additional users and licences
- Advanced automated billing
- Advanced stock management
- Customer remote access
- Advanced reporting
- Advanced call management
- Advanced billing +
- Stock management +
- Advanced reporting +
- In-depth profit & loss analysis
- Automated parts replenishment
- Accounts package integration such as Sage, QuickBooks and Xero

DID YOU  
KNOW?

Job ticketing & meter billing with SimplyService is a paperless process with zero landfill



## Features...

- Scalable in line with a dealer's requirements
- Out-of-the-box solution
- Full administrator and user control
- Modular and expandable
- Export sales transactions to accounts package
- Fully tailored solution
- Secure online hosting service with AWS
- Full administrator and user control

## Benefits...

- Suitable for dealers with large MIF and many technicians
- Zero cost for in-house hardware and software
- UK-based support team
- Real person support
- Easy and quick installation
- Very powerful management tool
- First step into service management
- Synchronisation with accounts data
- Low start-up cost



We are migrating our vehicles to electric or hybrid, as well as encouraging employees to carpool or cycle to work

# Enhance your brand & customer loyalty...

Get the professional look and feel for your products that your customers expect. Take control of how and where your brand is featured with this proven solution to reduce the incidence of competitor's products finding their way onto internet auction sites.



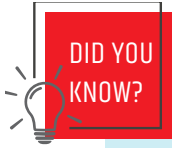
## Exclusively for volume partners...

Our bespoke packaging solution can be designed with your company logo and any other marketing information as required. Solution subject to minimum volume requirements.

DID YOU  
KNOW?

We have introduced a range of Bio-Based products, which reduce landfill by 80%



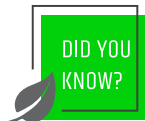


## Features...

- Your own company branded packaging
- Re-packaged at source
- Whitebox packaging versus brownbox packaging
- Details for quick & easy reordering printed on box
- Own product codes for internal identification
- Less chance of products appearing on internet auction sites

## Benefits...

- Increase your company's profile & exposure
- Save time on in-house labour
- Quickly identify correct product by chosen design
- Reduce the likelihood of customers shopping elsewhere
- Shipped by us "from you" direct to your customer



Reduced plastic packaging by 90%, by reducing excessive packaging such as toner wrapping

# Features of the UK's **specialist** solution for raw-material recovery from used printer & copier consumables



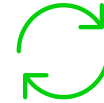
## Replacement Boxes

- Supplied with Plastic Bag
- Supplied with Seal Tape
- Supplied on Pallets
- 72 x 38 x 38 cm
- Courier-approved
- Simple & Smart



## Collection

- Professional & Reliable service
- Fast Turnaround (2-3 days)
- Any location in UK & Northern Ireland
- Box and Pallet options
- Boxes up to 20 Kg each
- Waste Transfer Notes provided & available to end-user online

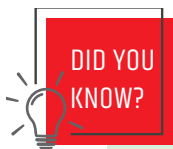


## Recycling

- ALL makes & models accepted
- All printer consumables accepted (inc Waste Boxes)
- Items identified and inspected for re-use or recycle
- Recycling; items processed for raw-material recovery with zero-landfill policy
- Customer Service, Reports & Support

DID YOU  
KNOW?

Our recycling programme extracts the toner / ink  
& cleans the product prior to recycling



## Benefits of recycling used printer & copier consumables

- Environmentally better solution with Zero-to-Landfill processes
- Incineration-to-Energy used only for non-recyclables (ink / powder)
- UK recycling facility – no export
- Raw-Material recovery for re-use: plastics and metals separated and cleaned ready for re-use
- We accept all makes and models of all printer consumables
- With most cartridges unable to be remanufactured, we're making new products from the 'single-use' plastics
- Fast, reliable & professional recycling services for your customers



We commit to a zero-landfill solution and only incinerate where materials cannot be re-used

## Fulfil supplies as part of our solution...



SimplyLinked allows for EDI (Electronic Data Interchange) connectivity between Data Direct's ERP system and the Service Management System used by the ordering dealer. Compatible and developed for use with CBS, 2Serve, Vantage software (VCI) and our own "SimplyService Management programme".

## Improve logistics & reduce costs...



Data Direct continues to develop its support programmes and now collaborates with Asolvi, ECI and Select Computer Systems, enabling users to integrate with Data Direct's SimplyLinked programme. This integration automates and speeds up the whole toner replenishment and consumable and parts ordering process whilst allowing the resellers to benefit from Data Direct's greater buying power to reduce toner cost, whether OEM or compatible.

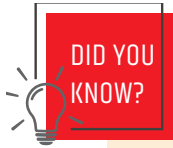
## Enhance your customers after sales experience...



The automated process enables improved efficiency, accurate information transfer and correct end-user delivery details to be relayed. Significantly, it reduces unnecessary time logging into websites, creating manual orders and associating orders to service calls and customer deliveries.

DID YOU  
KNOW?

We are providing paperless transactions, "development of our own EDI" SimplyLinked & electronic invoicing



## SimplyLinked provides...

- Quality of service delivery
- Improved device up-time availability
- Increased operational efficiency
- Reduced costs

Data Direct has partnered with a service-only organisation to provide frontline service support for dealer customers:

- Nationwide service support for all major brands
- Passionate and agile alternative to manufacturer outsourced service
- Truly independent service provider – serving dealers only and no direct end-user customers
- Competitive rates in line with OEM charges
- Simple and transparent service call process
- Nationwide spares locations, overnight delivery via SimplyDeliver solution
- Project Managed pdi, delivery and networked installations
- Full back office service functions for new start - ups and sales-only dealers
- Triage and call avoidance service available



We ensure that our chosen courier is working towards being the UK's leader in sustainable delivery





# data**direct**

DISTRIBUTOR & MPS FULFILMENT SPECIALIST



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