



ELITE GROUP

CASE STUDY

SMYLIES, 2018.

"Good price on a group deal and aligned our contracts."

Sue Farrow - Accounts Manager.

SMYLIES DELIVER UK BRANDS WORLDWIDE

As a supplier to some of Britain's largest global brands it was crucial for Smylies to review their old contracts and improve on price.

"Elite delivered on the savings and gave us a great group deal and aligned our contracts." Sue Farrow.

As a winner of this years 'Queen's Awards for Enterprise', Smylies pride themselves on being able to efficiently and effectively deliver on their promises, as do we.

"Everything was as expected and promised." Sue Farrow.



TONER TECHNOLOGY

Smylies have successfully changed to Elite's Automated Toner delivery system. This smart software alleviates the need to manually order toner, it monitors the usage and automatically orders the toner which was vital for Smylies having previously been in a situation where they were unable to print due to no toner.

"Toner has arrived a while before it was required which is perfect."

Sue Farrow.

SERVICE WITH A SMILE

Quick service response times are crucial for a large business like Smylies. *"Our Account Manager Ashley and the Technician were professional, quick to respond and friendly." Sue Farrow.*

MACHINE REVIEW

"All basic functions are easy to use. There are many options for more advanced print jobs, if required." Sue Farrow.

We also offer extensive staff training all year round.

AT A GLANCE:

- Response time was quick
- Offered a better price than our old supplier
- We have already seen the savings
- Toner is arriving in advance
- Easy to use with advanced print options available
- Account management is professional, quick, responsive and friendly

