

Fotofax Ltd (Hove) Case Study

Fotofax is a large copy shop which has been based in Hove for nearly 30 years. The copying and printing they produce, for both business and the general public, varies from small mono runs, to large volume colour, up to A0 size. Much of the work is carried out for large building projects throughout Sussex where architects drawings cannot be produced on-site. To produce this work Fotofax had a wide range of copiers and printers from various suppliers and maintenance providers. The costs had escalated to a level that was in danger of making Fotofax uncompetitive.

The Brief

- To reduce costs
- To reduce the number of machines to free up space
- Update the fleet of copier and printers to the latest technology
- Network all of the equipment so that all could print and scan
- Provide prompt and efficient service, with a maximum 4 hour response time

The Solution

A full print audit was carried out to assess the running cost of each machine. Proposals for a reduced number of copier/printer/scanners were put forward resulting in a cost saving (across leasing and service) of 38%.The additional space resulting from the reduced has been let to another company, bringing in a rent of £6,000 per annum.

Red Fuller the Managing Director of Fotofax says 'This was the best business move that I have made in the last 20 years. It has streamlined the operation and saved me a considerable amount of money. We also lease out the space saved. Nick and Paul of Image Runner, who are my contacts and who provided the solution, keep in close contact with me to ensure that I am aware of any new equipment on the market that may further benefit the business. We have used about 20 service companies over the years but Image Runner are superior to them all in both response and first time fix rate.'

