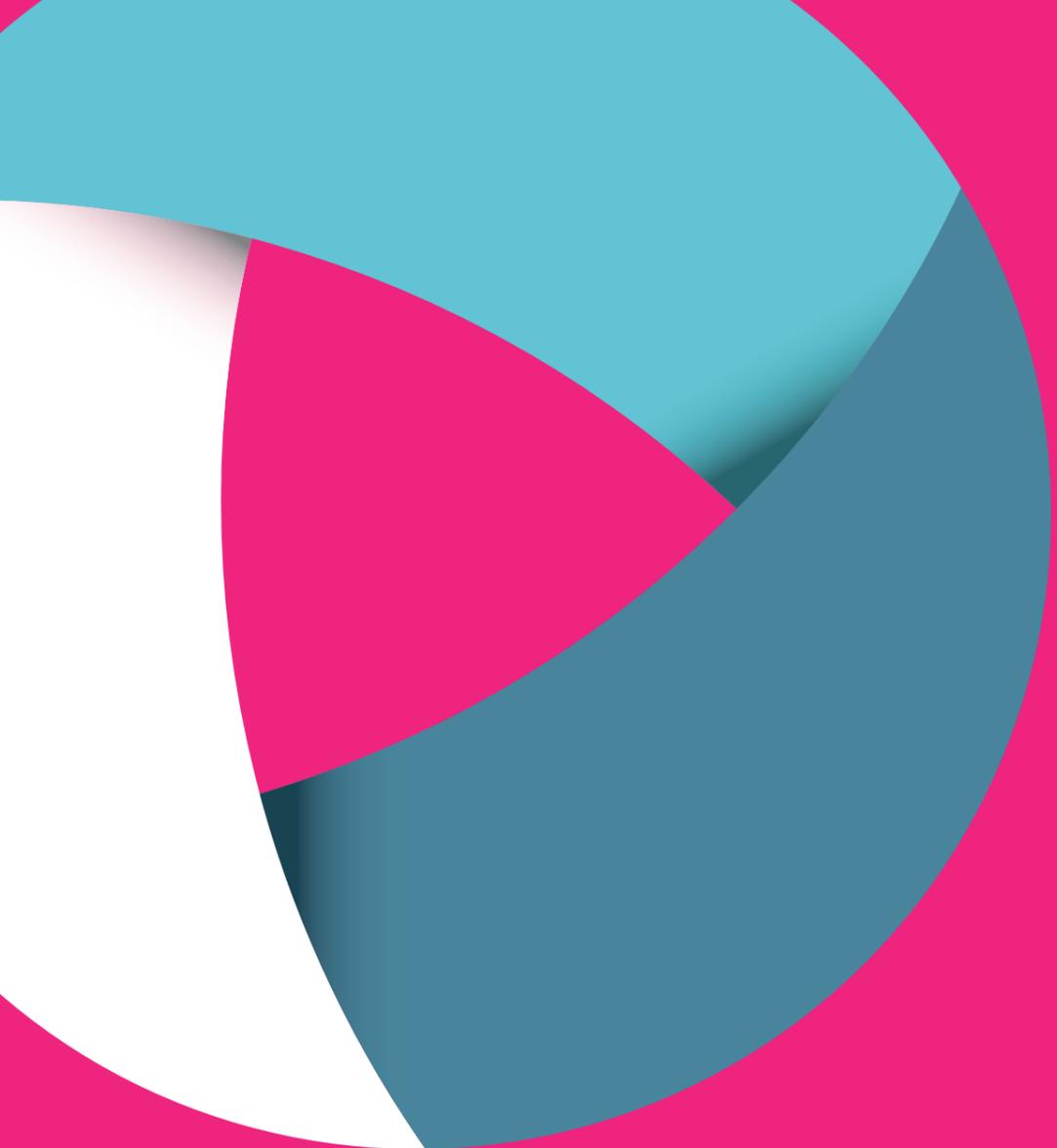




# The Gateway to Smarter Thinking

Expert project and digital  
asset management at your  
fingertips.



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# About us

## *Who are we?*

We are docs24: A multi-award winning business offering end to end solutions for your company documentation and content. We create simple, efficient and personalised processes for brand management and document control.

At the forefront of everything we do is ensuring the success of our clients' experience; always having those we serve at the centre of our values. We get to know what's important to you so we can go the extra mile.

Our ambition is to ensure your brand stays consistent, your content is adaptable and your company documents stay accessible to everyone within your organisation.

The solutions we create are outside the ordinary and so are we.

## *Operations.*

Our team is small but mighty with our headquarters in Edinburgh and a number of colleagues in our office in the USA.

Allocating files efficiently throughout the world is a challenge but with our technological framework, we all have the ability to solve these problems. We have created an amazing vetted vendor network across the globe which give us access to top skills and technology. Our network works hand in hand with our project management expertise and our automated document platform.

Our ambition is to help you future proof the way you work while protecting the future of our planet. Our operations mean that we are working as part of the solution to reduce unnecessary print and cut down carbon emissions through eliminating long haul transportation.

***Our 3 core services work hand in hand to give a start to finish service for managing all of your documents and content assets, digital or print. Each product also works as a stand-alone service, providing the tools and flexibility for you to make the most of your time, documents and content.***

### ***The docs24 platform***

The docs24 Smart Document and Content Management platform is designed to allow anyone in your business to access critical materials and company documents anytime, anywhere. It's designed for careful brand and content control, collaboration and easy access to print and digital collateral.

### ***The docs24 BPO solution***

Our goal is to return crucial hours back to you and your staff. If there are touch points at our client end then our team will work to streamline processes, return lost time, and speed up process time-scales. For example, when supporting a complex project we provide solutions for all the processes throughout your entire project. From initial file compilation and layout to arranging final project outcomes, all you need to do is upload your requirements and files to our online portal and we will do the rest.

### ***The docs24 vendor network***

Our vetted vendor network gives us access to top skills and technology around the globe. Our network works hand in hand with our project management expertise and our automated document platform.

We have a wide selection of vendors in several countries that can cater to your specific needs, no matter what the job may be or what part of the process it appears. You can be confident that we will always select the most suitable vendor for your project that will provide the fastest turnaround, whilst also being able to provide the most competitive price and the highest level of expertise in regard to your specific requirements.

# Our services

End to end  
support on all  
your documents  
and content.

# Our platform

The docs24 Smart Document and Content Management platform is designed to allow anyone in your business to access critical materials and company documents anytime, anywhere. It's designed for careful brand and content control, collaboration and easy access to print and digital collateral.

## ***Brand and Content Control.***

Organise all your brand files in one place for quick and easy access, intuitive search and easy editing. No need to spend design team resources on version edits.

### ***Editable Templates***

Create master templates that can be easily customised. Change text, logos, images, etc, without the help of a graphic designer.

Create;

- Business Stationery
- Training Documents
- Collateral for marketing campaigns
- Digital design for your social media
- And more...



## ***Collaboration.***

Control who has access to specific documents and branded collateral and what they can do with it.

### ***Access Rights***

Manage the users within your account to reflect the structure of your company. Assign each user a role that is relevant to what that individual can access and order on the platform.

## ***Digital & Print Production.***

The platform is designed to manage all your assets, print and digital.

### ***Digital***

- Formats: You can access digital assets in multiple forms all optimised for screen use.
- On-demand downloads: Download the assets you need, when you need them.
- Re-purpose: Any downloaded files are saved in the users account for easy adjusting and re-ordering.

### ***Print***

- Formats: Choose from hundreds of formats and finishing options.
- Bulk order for multiple offices: With one order, send different prints and quantities to multiple global offices or sites.
- On-demand ordering: Only order what you need, when you need it. Prints are delivered quickly, giving you the opportunity to order on-demand.

### ***Costs***

Keep control of your production costs through cost centre monitoring, allocation and automated payment request and approval processes.

# The Benefits

## Equipped for a flexible global market.

With end-to-end document and content management services, the benefits are endless. Here are a few of our favourites:

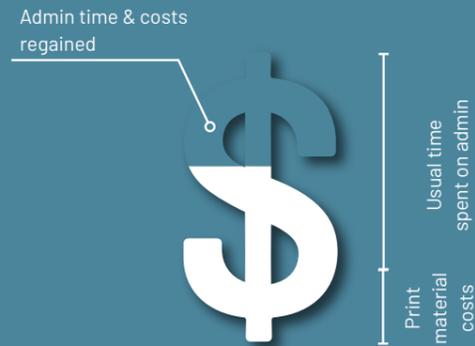
**Quick return on investment (ROI).** Through immediate savings and improved efficiency.

**Reduced time spent on administrative tasks by up to 50%.** 5-10% of employees are utilised in internal document management according to recent studies. This means that the majority of costs are actually spent on document administration rather than the production of the content.

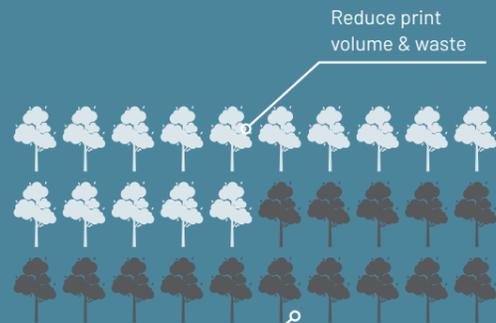
**Improve consistency and accuracy through all your content and documents.** Staying on top of your brand ensures you can make the most of each interaction.

**Simplify distribution.** Digitally distribute content and documents on the platform as new versions and campaigns become available. And deliver printed materials anywhere globally on-demand without the need for expensive, time-consuming shipping and custom delays through our in country vendor network.

**Take an environmentally friendly approach to production.** Transportation is responsible for up to 25% of the entirety of global emissions. Our locally sourced print companies help reduce transportation distances by up to 90% reducing the carbon emissions and shortening delivery times. Our on-demand printing can also reduce print volume by up to 50%, leading to minimal excess print materials.



Local vendors allow on-demand production



Reduce CO2 emissions through reduced transportation

## Real world numbers from your sector.

### Efficiency

Process automation allowed us to return over 32,000 lost hours annually.



### Cost Savings

12% annual savings on overall document costs.



### Speed

Accelerated cash flow of \$25m annually.



### Global-Local

Typical courier cost savings of 90%.



### Consistency

Local order points with central messaging control.



Industry: Retail  
Employees: 10,000+  
Locations: 780+

### **Challenges.**

Before starting to work with docs24, the client's traditional way of working was to contact a printer with an outline spec. of what they were looking to create, taking a few days going backwards and forwards with the printer to agree design details. The materials would be printed over a couple of days and delivered back to the customer depot. End-to-end this was a 5 day upfront process and a 48 hour turnaround once designs were agreed. This process was time consuming and frustrating for the managers of the depots who in general had no marketing experience.

What's more, the client was printing customer address labels and manually sticking them on to their marketing material in-house, a process found to take up to 7 hours and 50 minutes average per mailing.

### **Solution.**

The client moved their marketing production process to docs24 making use of a bespoke online platform and our vetted vendor network.

Their platform allows them to see 100s of different design templates, with new designs added regularly. This allowed them to click and change images and add text in fonts and colours suitable to their marketing requirement

### **Key Outcomes**

As an immediate result, the 7 hours and 50 minutes spent on the old marketing pack production process has now been reduced to under 10 minutes, with an estimated return of 32,000 lost hours per annum.

The output generated on the platform is of a higher quality and consistency than the client was previously able to produce and the speed of the process is now allowing for a huge amount of revenue to be generated in the depot around a week faster than they were generating this before, whilst also saving them money on the production and distribution of the marketing documents.

# Client stories

*I am very happy with service levels we receive from docs24; from very professional and efficient staff. We have very specific requirements for flyers, etc. and they are dealt with in a very timely manner. Our account manager is very patient to our ever changing and often urgent needs and consistently delivers a thorough and efficient service.*

Depot Manager, Leading UK Supplier of Kitchens & Joinery Products

# We are;

## *Authentic.*

We want to be different and as unique as our solutions.

## *Collaborative.*

We understand our clients and listen to their challenges and build them exactly what they need.

## *Passionate.*

We love what we do, we are an uplifting and inspired team and want to get this across in all that we do.

## *Ambitious.*

Both for ourselves and for our clients. We are therefore supportive and proactive, thinking about new solutions at every opportunity.

## *Smart.*

We know what we are doing, are abreast of contemporary and innovative technology but also what our clients' requirements are and what they need. We have a finger on the pulse.

## *Award winning*



**Service excellence**  
**Integrity**  
**Reliability**  
**Innovation**  
**Open communication**

# Want the same great savings?

*Contact us now.*

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