

OFTEC Case Study

ABOUT THE CLIENT

OFTEC (Oil Firing Technical Association) is a leading 'not for profit' trade organisation for the heating and cooking industries in the UK and Republic of Ireland. OFTEC promotes the highest professional and technical standards for technicians and businesses working in the industry. Registered heating businesses are trained, accredited and regularly inspected to ensure they are competent tradespeople, who follow regional building regulations and industry codes of practice.

Overview Challenge:

OFTEC provides technical manuals and consultancy services to a network of accredited training providers across the UK. As the primary industry body in their sector, OFTEC's printed manuals must meet the highest standard of quality and arrive with their customers at short notice, to accommodate last minute bookings by both delegates and training centres.

Before Mimeo

Previously OFTEC purchased their printed technical manuals in bulk from three separate suppliers. These materials were stored at OFTEC offices, then collated and distributed by an internal team when orders were received. Managing this process was both time and labour intensive and OFTEC sought a solution that would simplify the process, reduce the time taken to produce and deliver technical manuals on time and also reduce operating costs.



Result:

Mimeo's cloud based print solution has enabled OFTEC to optimise their printing and distribution process. By creating and updating a library of course materials, OFTEC now proof, order and distribute printed materials in real time. The result has been to significantly reduce the total costs of printing, meet the demanding time schedules of its customers, control print quality and also refocus staff time on value-adding core competencies.

What impact has adopting Mimeo had?

By adopting Mimeo, we have seen positive changes in several areas of our operation.

Firstly, by outsourcing the printing and distribution of the technical manuals to Mimeo this has freed up valuable staff time, and also space within the building. An unexpected knock-on effect of this is that, when searching for new premises, we did not have to look for premises which could accommodate storage for the manuals, which previously we were holding in stock.

Secondly, because stock is managed in real time, we can be sure that as soon as the manuals need updating due to a change in regulations or standards, we can upload a revised file to Mimeo, safe in the knowledge that from that time forward all manuals sent out to our customers will be fully up to date with the revisions. In the past, we would have had to prepare updates, wait for the printer to deliver the relevant pages, and then manually update every copy that we had in stock at that time.

Thirdly, Mimeo now holds in its warehouse various service and installation forms, as well as third party reference material which our technicians require, and which previously was held in stock at our premises. Once again, this has freed up both space and time. We are also able to have third party reference material delivered straight to Mimeo for storage and onward distribution from their warehouse.

IMPACT ON ADOPTING MIMEO:



VALUABLE
STAFF TIME



UP TO DATE
REVISIONS



THIRD PARTY
MATERIAL

mimeo

Using Mimeo has streamlined our operation and saved staff time in the preparation and despatch of materials.

Why would we recommend?

Using Mimeo has streamlined our operation and saved staff time in the preparation and despatch of materials. Their website is easy to use, in fact it has been simplified during the time that we have been using them. The customer service has been excellent so far, with regular monthly catch-ups to discuss any issues, as well as being able to contact them immediately should advice or assistance be required.

CONTACT US

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