



Phase provide us with a reliable and high quality service at a competitive price. We find them very responsive and interested in helping us to get the best value from our stationery supplies.

Rix & Kay

Solicitors Reap Savings and Service

Rix & Kay Solicitors are one of the leading law firms in Sussex, with offices in Uckfield, Seaford, and Heathfield. Finding quality of service combined with competitive prices for the supply of both general and printed stationery was a challenge. The company was experiencing a number of problems with its incumbent supplier, including poor service and inaccurate management reports. In 2005, Rix & Kay called in a procurement specialist to help.

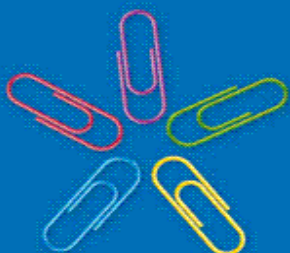
After going to tender, Phase was identified as providing the highest standards of service, and the most competitive prices. As well as resolving other problems, Phase helped Rix & Kay achieve massive savings of 33.9% on general stationery, and 76% on printed stationery. While price is an important factor for Rix & Kay, the priority is in receiving good standards of service, something which had previously been lacking.

The transition to a new supplier can be problematic for any company but, with Phase's help and support, this was achieved without difficulty. As part of the Phase process, a contract product list was set up, providing the company with all its office essentials. An online ordering facility was put in place, and Phase provided training for the Rix &

Kay staff. Recommendations were made to Rix & Kay on alternative lines and, in particular, more environmentally friendly products. Regular reviews are held to make sure the contract list still meets Rix & Kay's needs, and the system is running efficiently.

A particular problem had been deliveries, particularly to the Uckfield offices. The practice had been to deliver the goods to the reception area. This was not only hazardous, but a logistical nightmare. Rix & Kay's Uckfield base has 4 separate offices, with storerooms on 7 different floors. It was left to office staff to transfer the heavy boxes to the correct locations, in all weathers. Phase arranged for deliveries to be made directly to the individual store rooms, thus solving the problem.

As well as supplying Rix & Kay with general stationery, Phase undertook to supply the company's bespoke printed stationery. This includes headed paper, compliment slips, and business cards. Rix and Kay's business cards are now ordered using the Phase online ordering system. The system is user-friendly,



Are you Phase AWARE?

Assessment

Working in Partnership

Advice

Resources

Experience the Difference

Phase
12 Station Road, Chertsey, Surrey, KT16 8BE
T. 01932 570 075 F. 01932 570 444
E. sales@phaseoffice.co.uk



and needs no special technical skills. Delivery of the business cards takes only 2 or 3 days.

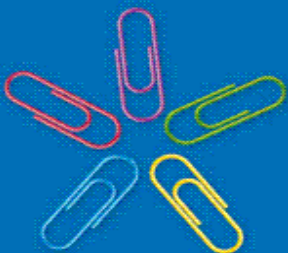
For a company which had previously ordered business cards in quantities of 1,000 each time, considerable savings have been made by reducing this print run to 250. The level of wastage on business cards was high using the old ordering process. Rix and Kay is working to reduce its carbon footprint, so waste levels are important..

Storage of stationery was another issue Phase had to address. Traditionally, Rix and Kay ordered large quantities of headed paper and compliment slips. As well as the significant cost involvement, the stationery took up a great deal of space. Phase now hold stocks of the printed stationery in its warehouses, and Rix and Kay staff can order small quantities as and when required. They are invoiced only for the amount ordered each month, which has a significant effect on the company's cash flow.

Phase provide Rix & Kay with monthly management reports which are used extensively by the company. The reporting system has been tailored to their exact needs and provides

the controls essential to the operation. Rix & Kay receive one monthly invoice for both stationery and print, which is processed at the Uckfield office, saving on administration costs.

The relationship between Phase and Rix & Kay continues to flourish. The problems have been solved and Rix & Kay have achieved the service and savings they were looking for.



Are you Phase AWARE?

Assessment

Working in Partnership

Advice

Resources

Experience the Difference

Phase
12 Station Road, Chertsey, Surrey, KT16 8BE
T. 01932 570 075 F. 01932 570 444
E. sales@phaseoffice.co.uk