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“Comment”

Recent results from HP, Lexmark and Xerox (see page 24) highlight the challenges facing the printer industry as customers implement paper-saving digitisation programmes. A new report from AIIM shows how the pace of digitisation is accelerating and how quickly paperless processes deliver a return on investment (see page 8). One reason why digitisation has been patchy to date is that people still love paper – for reading, for annotating, for scrunching up and chucking in the bin. How long will employers tolerate such habits when the savings offered by paperless working are so clear-cut?

One of the strategies printer companies have adopted to maintain demand is to make it easy to print, on the basis that people can quickly lose the printing habit if it becomes too complex or expensive. This explains why they are doing so much to simplify printing from smartphones and why they are exploring alternatives to the traditional model of cheap hardware and expensive consumables. There is some evidence that by removing anxiety about ink replacement costs, products like the HP Instant Ink consumables subscription service and Epson EcoTank printers do lead to a revival in printing. But what if you never had a printing habit in the first place? Since installing an Epson printer with extra large ink tanks I have been printing like it was going out of fashion. Yet, our Millennial editorial assistant hasn't printed a single page. If it can't be carried in a smartphone, she's not interested. And that's a demographic and cultural change that appears to be irreversible.

As well as attempting to stimulate demand for printing, printer manufacturers have been trying to reduce the environmental impact of printing through cartridge recycling programmes and paper reduction initiatives, including the development of erasable toner and reusable paper. As we go to press, news is coming in of an alternative approach. Instead of erasing printed paper so that it can be used again, the Epson PaperLab creates new paper out of shredded waste, without the use of water. It can produce paper of various sizes, thicknesses and types – from office paper to coloured and scented sheets – at speeds of 14 A4 sheets per minute or 6,720 sheets in an eight-hour day. Epson is targeting PaperLab at businesses and government offices that consume large amounts of paper and have space to accommodate the self-contained shredding/papermaking unit. It is certainly ingenious, but is it 20 years too late?

James Goulding, Editor, jamesg@binfo.co.uk

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4G boost to UK productivity

Productivity gains from 4G technology boosted the UK economy by almost £9 billion in 2015, EE claims in a new report produced in conjunction with the Centre for Economic & Business Research (CEBR) and YouGov.

Already, 75% of EE's half a million business and public sector accounts are on 4G, with two thirds of 4G users saying that it has boosted their productivity by 10% or more. Nearly half say that 4G is critical to their competitiveness.

To help customers make the most of 4G, EE has launched a range of solutions for the healthcare, housing and emergency services sectors. These include:

- **Connected Health**, which EE claims could improve communications with patients and help reduce missed appointments by 65%. New initiatives include mobile Interactive Messaging services and trials of Patient GP and Clinical Observation applications to improve patient care.

- **Connected Vehicle**, which integrates an industrial 4G router and high gain antenna into cars and vans, turning them into wireless hotspots. Staffordshire Police Force says the roll-out of 4G connected mobile devices that enable police officers to access critical systems remotely will save front line staff 250,000 hours on admin every year.

- **4G Rapid Site**, which connects construction



sites to 4G in three days rather than the month or more that it takes for a fixed broadband connection;

- **4GEE Capture Cam**, a wearable 4G camera that lets businesses stream high definition video. Early adopters include the Swinley Bike Hub Mountain Biking Centre, which is using it to add real-time video to training sessions, and estate agent eMoov, which is using it to stream property viewings to potential buyers;

- **4G Public WiFi in a Box**, a risk-free way to provide WiFi to customers and visitors; and

- **EE Connect**, the UK's first 4G-capable Internet of Things platform that enables customers, like Royal Mail, to manage and report on millions of connected devices.

4G from EE is available to 93% of the UK population. Double speed 4G is available to 75% of the population.



Lightening the load

Los Angeles has become the first city in the world to install multi-purpose Philips SmartPoles. The result of a collaboration between Philips and Ericsson, the street lamps provide energy-efficient LED lighting and improved wireless broadband coverage in dense urban areas. Small cell technology built into the poles enables mobile network operators to increase data capacity in their network and gives the City of Los Angeles additional revenue from rental income. The City is deploying 100 LED light poles to help meet its sustainability goals and improve mobile network performance without creating additional urban clutter. The Ericsson Mobility Report predicts that cellular data traffic will grow by a factor of nine by 2020. www.philips.com

Let creatives act more like Mad Men

Creative professionals should be allowed to nap during the working day to improve their mental resilience and capacity for problem solving, say leading neuroscientists.

Speaking at the the NeuroLeadership Institute's annual summit, Drs Jacqui Grey and Jessica Payne warned that lack of sleep damaged creativity and impaired problem solving. With one in four people struggling to concentrate at work due to tiredness, they advised business leaders and HR professionals to make space for rest and reflection in the workplace.

Dr Jacqui Grey, managing director of the NeuroLeadership Institute

Europe, said: "The Mad Men stereotype of boozy lunches and afternoon naps may not apply to most creative people today, but there is some method in the madness that businesses can take on board. Sleep deprivation kills creativity, it sinks start-ups every day and is a problem at most large creative organisations that ask us for help."

She added: "Creativity needs a rested mind if it is to flourish. Taking a 20-minute nap or simply going offline for a short period of time each day provides the brain with vital breathing space and time to reinterpret problems." www.neuroleadership.com

Give your people what they want

As more businesses take steps to improve staff well-being, Leesman warns that their efforts will be wasted if they don't address the fundamental cause of angst at work, viz. a poor working environment.

In the latest quarterly *Leesman Index*, based on the responses of 110,000 office workers, 46% complain that their office environment does not allow them to work productively. Only 27% are happy with temperature control, under 30% with noise levels and 33% with air quality.

The survey also highlights the need for more varied workspaces, with just over half of office workers satisfied that their workplace supports reading (58%) and thinking (51%).

Under half (49.5%) are happy with workplace tea, coffee and refreshment facilities.



Add2 acoustic panels from KI are an easy way to address office noise levels. Designed for the ends of steel storage units, the magnetic panels contain a minimum of 65% post-consumer recycled material and are 100% recyclable. They come in 12 colours and any size. www.kieurope.com



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Staying on track with mobile apps

For commuters, Network Rail is associated with frustration and delays, but for Apple it provides a great example of how iOS devices can be used to improve efficiency and productivity.

A case study on Apple's website describes how Network Rail expects to realise over £700m worth of efficiencies over the next 10 years through the use of Apple devices.

Since 2011, Network Rail has rolled out more than 25,000 iPads and iPhones, including 18,000 to the maintenance, operations and safety and engineering teams responsible for delivering its Railway Upgrade Plan.

At the same time, in-house development teams have created more than 60 mobile apps that have enabled Network Rail to dispense with paper-based processes, bulky manuals and paperwork.

In the video, Philip Entwistle, a Network Rail maintenance team leader based in Rugby, said: "In the old days, you tended to leave stuff behind as you didn't want to carry reams of paperwork, folders and manuals. Now, that's all accessible via our iPhone or iPad. I regularly use the Close Call app to take photos of anything I see that could cause a safety risk to staff or passengers, and can quickly create a report in the app and send it across to our call centre who can respond. Nothing gets lost that way. It's a lot safer."

Apps developed by Network Rail include:

- **Close Call** for the reporting of hazards. Since the app was introduced in January 2014, staff have used it 62,855 times, representing 80% of all close calls recorded over the period;
- **MyWork** for job scheduling. Daily job schedules are delivered electronically to more than 14,000 maintenance staff;
- **Sentinel for authentication**. This allows field managers to scan ID cards electronically and verify that everyone working on the railway is qualified to perform certain tasks; and
- **Where Am I?** for GPS data. Air operations teams patrolling the skies above use this app to locate faults and incidents, such as cable theft, and send co-ordinates to maintenance teams and emergency service units on the ground.

www.apple.com/business/network-rail/



Charge while you wait

Mobile phone users in Canary Wharf are being invited to charge their devices while eating a sandwich or watching the world go by, following the installation of four benches with integrated solar panels and mobile charging technology. The result of a collaboration between wireless charging specialist Aircharge and Strawberry Energy, the Strawberry Smart Benches harvest and store solar energy that can then be used to charge a mobile, via a wired connection or wirelessly by placing a Qi-enabled device on the integrated charging pad. A roll-out of additional benches is planned for the future.

www.air-charge.com

Facial recognition in card readers

Worldpay is trialling the use of facial recognition technology on card readers as a second layer of authentication. A PED Cam (Pin Entry Device Camera) embedded into a standard card terminal takes a picture of the card-user when they first enter their PIN, which it stores in a secure, central database managed by Worldpay. Every time the card user enters their PIN thereafter, their image is automatically cross-referenced against the biometric template already captured.

www.worldpay.com/uk



How beneficial is multi-tasking really?

Tech workers are among the most confident multi-taskers in the UK, but how useful is multi-tasking anyway?

In a survey by global recruiter Randstad, nine out of 10 IT professionals stated that they were

either 'very good' (28%) or 'quite good' (64%) at multi-tasking, with 82% viewing an ability to multi-task as important for their work.

However, Beatriz Arantes, a psychologist at Steelcase research group WorkSpace Futures, questions the 'myth of multitasking'.

She said: "We can only hold one thing in our attention at a time. As soon as people start to keep track of multiple things they have less attention for the things that matter. Listening to the radio while folding laundry or walking while being on the phone are things people can easily multi-task. However, multi-tasking attention is like a train driving on two tracks. It is impossible."



Beatriz Arantes

Radstad's survey also provides evidence that multi-tasking impacts productivity, with IT workers experiencing an 11-minute lag in working efficiency when moving from one task to another, compared to a UK average of 6 minutes.

To minimise this dip in productivity, Radstad advises IT workers to cluster similar activities together and to avoid temptation, for example by shutting down email accounts or silencing phones.

Arantes recommends writing down one's priorities, tackling them one at a time and taking regular breaks to regain the ability to concentrate.

www.randstad.co.uk

www.steelcase.com/eu-en

Mobility raises security risk

The benefits of mobility are being restricted by worries about security, according to the 2015 Global Authentication and Identity Access Management Index.

The global survey reveals that 92% of IT departments still restrict users from accessing sensitive corporate data and resources from mobile devices and that 94% are concerned their organisation will experience a security breach as a result of credential theft or compromise.

The risk of breaches is exacerbated by the rising number of mobile endpoints, with organisations having an average of two mobile end points and three sets of credentials per user.

www.gemalto.com

NOTES

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Paper digital divide widens as case for digitisation strengthens

Four out of five paper-free working projects achieve payback within 18 months, with more than one quarter doing so in fewer than six months, new research by information management analysts AIIM reveals.

Published to coincide with World Paper Free Day 2015 on November 6, the new study *Paper-Free Progress: measuring outcomes* shows a widening gap between the proportion of businesses in which paper use is declining (49%) and the proportion in which it is going up (20%).

This represents a net differential of 29%, compared to 23% in 2014 and 3% in 2011.

With more than half (57%) of respondents saying they are committed to digital transformation, the differential is likely to continue to grow.

AIIM president John Mancini said: "Slowly but surely, organisations are coming round to the idea that digitising much of the content and information flowing through their business can have both financial and operational benefits. We

are never going to eliminate paper completely, but when it becomes clear that going paper-free delivers return on investment and can improve overall productivity, businesses will be more willing to invest in the technologies that allow them to go paper-free."

Today, progress to paper-free working remains patchy: 35% of respondents say most of the electronic invoices they receive are printed; 34% agree that most of the documents they scan are unchanged from printer to scanner – so why print in the first place?; and 31% admit that their desk is 'piled high' with paper.

Organisations that have made progress say they are able to respond more quickly to customers, achieve better compliance and increase productivity. Digitisation also facilitates remote working, with 80% of respondents agreeing that paper content and processes are an impediment to remote access and teleworking.

<http://info.aiim.org/paper-free-progress-measuring-outcomes>

With print volumes declining, is this the future for printer paper? One of the highlights of the 13th China International Automobile Exhibition, held in Guangzhou on November 20-29, this freestanding five-metre bridge is hand-made entirely of paper. It was created by artist Steve Messam and paper manufacturer James Cropper PLC to celebrate the 45th anniversary of the Range Rover. It took three days to build and uses 54,390 sheets of Natural Crystal 330gsm white paper. Despite being made with no glue or bolts, it was robust enough to support a 2,374 kilogram Range Rover driven by Land Rover Experience chief instructor Chris Zhou. <https://youtu.be/KksIm6rCtk>



Apple voted 'coolest' wearables brand

Apple is considered the 'coolest brand' for wearable technology even by Android users, according to a survey by Juniper Research. Despite the received wisdom that wearable devices need to be more fashion-oriented, there was a clear preference for tech brands, with over 75% of smartphone users preferring Apple or Samsung for wearable devices. No fashion or sports brand was supported by more than 3% of respondents. www.juniperresearch.com

Coolest Wearable Brand Ranking – Q3 2015

- | | |
|------------------|---------------|
| 1. Apple | 12. Chanel |
| 2. Samsung | 13. Microsoft |
| 3. Google | 14. Motorola |
| 4. LG | 15. Adidas |
| 5. Sony | 16. Omega |
| 6. Nike | 17. Breitling |
| 7. Rolex | 18. Huawei |
| 8. Under Armour | 19. Garmin |
| 9. TAG Heuer | 20. Pebble |
| 10. Ralph Lauren | 21. Xiaomi |
| 11. G-Shock | |

Leave your phone at home

WorldSIM has launched the Neuvo Smart Watch, a cross between a watch and a phone. Unlike many other smartwatches, it takes a SIM card so you can leave your phone at home and still make and receive calls, send messages and browse the web. It also features a built in camera, a micro SD card slot and a pedometer. The WorldSIM Neuvo Smart Watch comes in three colours and is available online for £54.99. www.worldsim.com



Wearable tech gives easyJet smart new look

Budget airline easyJet is embracing wearable technology in new uniforms for cabin crew and engineers designed in partnership with fashion tech company CuteCircuit.

Some of the features being trialled on cabin crew uniforms include LEDs on shoulders and illuminated hems to provide additional lighting in an emergency and in-built microphones to improve communication between the crew, pilots and passengers.

Engineer uniforms feature built-in video cameras for remote diagnosis of technical issues and an air quality sensor and barometer so that engineers can monitor their work environment.

The airline plans to start trials of wearable tech uniforms early in 2016.

www.easyjet.com

Paper still has role

A survey of 379 businesses in 30 industries by ThinPrint highlights the continued importance of printing to businesses. Almost two thirds (64.9%) said they planned to continue printing in the future, with under a third either already paperless (3.2%) or planning to be paperless in the future (27.4%). Despite its continued importance, most respondents do not have a well thought out strategy for printing: four out of five consider printing to be an important cost factor, yet only 16.4% use software to analyse printing costs; and seven out of 10 respondents use a tablet or smartphone at work, yet only 21.6% can print using Apple AirPrint or directly from an iPad/iPhone.

www.thinprint.com



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Teachers back interactive technology

UK teachers remain in favour of interactive classroom technology, despite recent reports questioning its value.

In a Censuwide survey commissioned by technology distributor Steljes, 97% of primary and secondary school teachers agreed that interactive technology does deliver an improved learning experience in the classroom.

More than four out of five teachers (82%) use interactive whiteboards, 64% use laptops and 49% use tablets. Two thirds (64%) use such technology at least four times a week to increase engagement with students (57.9%) and to deliver a more dynamic learning experience.

Many teachers feel they could get even



more from technology if they were given better training and more up to date tools. Almost half (47%) rated the technical training they receive as satisfactory, poor or very poor. Less than a third (31%) said their interactive technology is regularly updated and refreshed.

Steljes commissioned the survey to promote ClaaS, a subscription-based technology service launched with SMART Technologies that enables schools to acquire interactive displays and collaborative learning software in a cost-effective way.

Tear up the rule book to encourage innovation

CIPD, the professional body for HR and people development, is urging employers to create more stimulating working environments and to reduce the number of unnecessary rules and procedures.

In its latest *Employee Outlook Survey*, produced in partnership with Halogen Software, the CIPD asked 2,000 office workers what enabled them to be productive in their jobs. The most common answers were interesting work (40%), being able to use their own initiative (39%) and being given tasks suited to their skills (25%).

The main obstacles to employee productivity are unnecessary rules and procedures (28%), not having the resources available to do their jobs (28%) and office politics (24%).

Claire McCartney, research adviser at the CIPD, said businesses should foster innovation through more empowering leadership and improved job design.

"Setting employees free to innovate and play to their strengths also involves an employment relationship based on trust and removing unnecessary and restrictive rules and procedures that get in the way of common sense and agility," she said. www.cipd.co.uk

Wellness works

Unhealthy employees are costing British firms £57 billion a year in lost productivity, with an average of 23.5 days per worker, per year lost to presenteeism and days off sick, claims Britain's Healthiest Company (BHC).

A study by VitalityHealth, Mercer, the University of Cambridge and RAND Europe shows that 36% of UK employees have a chronic condition, such as heart disease or diabetes, and that even those who consider themselves healthy have unhealthy lifestyles.

The report states that 61% of workers have at least two risk factors, such as lack of exercise or poor diet, while a third are suffering from three or more. Around 60% of those with three or more risk factors believe their health to be good or very good, which makes them less likely to change their behaviour, BHC warns.

On a more positive note, there is evidence that workplace wellness programmes do help. The amount time lost to illness in BHC's top five ranked companies was more than a week lower than the average; and the 25% of companies with the largest health promotion budgets saw a 16% year-on-year reduction in productivity loss.

The Hannspree Pulse smart watch is the ideal accessory for a healthier 2016. Combining a heart rate monitor, pedometer and stopwatch, it can also monitor sleep quality and count calories burned during exercise. Bluetooth pairing with a smartphone enables the wearer to make/take calls, receive email and SMS and play music from the phone's library. www.hannspree.co.uk



Back off, I'm innovating!

The secret to an innovative workplace isn't quirky chill-out zones, but being open to ideas and using old-school tools like a whiteboard.

A poll of The Supper Club – a membership organisation for founders and CEOs of high-growth businesses – reveals the three most important tools for nurturing innovation to be fast, reliable broadband (65%), whiteboards for brainstorming (46%) and high-speed mobile internet access (40%).

Only 7% who took part in the Exact Innovation Pulse Check by software provider Exact said beanbags, Ping-Pong tables and other fads had any impact.

The survey also highlights the importance of fostering a creative workplace culture. Six out of 10 entrepreneurs said the best way to achieve this is for leadership teams to stop meddling and encourage greater employee autonomy; 53% recommended continuous training and development so staff can keep up-to-date with trends; and 40%

suggested a flat hierarchical structure to encourage open and free-flowing lines of communication.

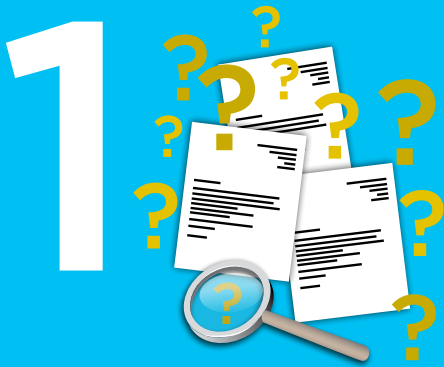
The greatest innovation killer was said to be a lack of encouragement from leadership teams, with 59% saying those at the top need to adopt a 'no idea is a bad idea' attitude. This was followed by 'a lack of time to focus on innovation' (57%) and 'reluctance of employees to change' (40%). www.exactonline.com



Innovation boost: Mezzanine 3, the new Oblong Industries collaboration solution, turns office walls into an interactive workspace. It supports an impressive variety of screen configurations and allows participants in multiple locations to share content. www.oblong.com



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Hands-free recording

Perfect for discreet, hands-free recording, the Olympus VP-10 has a slim, pen-like design. Thanks to built-in Anti-Rustle technology, it provides clear, 360 degree recordings even when kept in one's pocket.

The 4GB of internal memory provides storage for 1,620 hours of recordings. If desired, recordings can be transferred to a PC using the Direct USB connection. The Olympus VP-10 retails for £79.99. www.olympus.co.uk



Antibacterial protection

Multitone's EkoTek personal security and location provider system protects healthcare employees from germs as well as danger thanks to a new anti-bacterial coating from additive coatings specialist Addmaster. An assist button on the two-way communication solution offers two levels of call urgency so that the support team knows what level of help is required. www.multitone.com

Gyroscopic chair

Winner of a 'Best of NeoCon' Award for Innovation, the Sway2 lounge seating collection from KI features a gyroscopic motion that rotates both front-to-back and side-to-side. This, combined with a 360 degree swivel, gives users complete freedom of movement. A real conversation piece – it was NeoCon 15's most tweeted product, according to *Designer Pages* – Sway2 is ideal for reception areas and breakout spaces. It is available in four base colours with multiple upholstery options and has an optional matching ottoman and side table. www.kieurope.com



Smart hydration

The Ulla helps keep you hydrated and productive by glowing when it is time for you to have a drink – at least two times an hour apparently. Ulla works automatically with no need for a smartphone app or user interaction. Its movement and tilt sensors detect when you have had a sip and set the next reminder for 30 minutes later. A strong silicone band secures Ulla to any bottle or glass

www.ulla.io



Stylish laptop bag

Booq, creators of fashionable laptop bags, backpacks and iPad & iPhone cases, has unveiled the newest addition to its luxurious Cobra collection. The Cobra brief has a large padded compartment designed to fit a 15" Macbook Pro, plus additional pockets for documents, tablets and chargers. A zipped exterior pocket provides easy access to train tickets and business cards. The Cobra brief is available now for £220. www.booq.co.uk

Smart ring

The NFC Ring is the world's first gesture-based near-field communication (NFC) device capable of unlocking a door, starting a car engine or sharing contact details with just a wave of the wearer's hand. The 2016 range has more storage and a read range three times greater than the original design.

www.nfcring.com



Style and protection

Hartley & Marks, the brand behind Paperblanks notebooks and diaries, has released the eXchange Tablet Jacket System, a protective tablet case with swappable covers featuring some of Paperblanks' elegant cover designs. The collection is available in sizes to fit the iPad Mini (£34.99) and iPad Air 2 (£42.99).

www.exchangebyhm.com





Multi-functional gadget

The PowerClip from London-based start-up Mirai is an all-in-one emergency phone charger, data storage device, activity tracker, flashlight, key-finder and phone-finder. A slide-out connector has a choice of an Apple Lightning or a micro USB connector for Android. It is available in two sizes, micro (500mAh battery and 4GB memory) and PRO (1000mAh battery and a choice of 8GB or 32GB memory). The PowerClip comes in white, black and red. www.indiegogo.com

Wireless charging

The Aircharge Wireless Charging Pad lets you wirelessly charge any device compatible with the Qi charging standard. Wireless charging is built into a growing range of mobile phones and portable devices but for devices that don't yet have it, Aircharge offers a range of enabling accessories, including the iPhone 6 Wireless Charging Case, which also protects your phone, and the Aircharge Wireless Charging Receiver, which comes with either a micro-USB connector or Lightning connector. www.air-charge.com



Asymmetric screen stand

Display specialist AOC has extended its range of Style line displays with two new full HD models, the 23.8in AOC I2481FXH (£139) and the 27in AOC I2781FH (£199). Both displays make a bold design statement with their asymmetric metal stands and ultra slim, nearly borderless frames. www.aoc-europe.com

Eco-friendly monitor

MMD's new eco-friendly Philips monitor contains 65% recycled plastic and is PVC- and BFR-free. The 25-inch Philips 258B6QJEB delivers clear images with Quad HD (2560 x 1400 pixels) and features an adjustable SmartErgoBase for a more comfortable viewing angle. It costs £289. www.philips.com



Cost-effective collaboration

With the new Jabra SPEAK 810 collaboration speakerphone, it is no longer necessary to have a costly, dedicated IP line into each meeting room for group conference calls. All you need for effective group collaboration is the SPEAK 810 and a laptop installed with a UC soft client. www.jabra.co.uk



Interactive easel

DigiEasel is a new line of interactive touchscreen displays from InFocus. The 40-inch, 1080p resolution, 10-point touch DigiEasel features built-in digital whiteboarding tools and gives users display and touch control of Windows, Mac and Chromebook devices. An enhanced version with InFocus LightCast technology adds internet browsing, the ability to save and email notes and wireless casting of another device's screen. www.infocus.com

The Connected Workplace: Unlocking the Potential with Samsung Print

The way we work today is changing and our workplaces are having to adapt to the ever increasing demand for mobility. Mobile devices and cloud based productivity apps mean that employees are connected to their tasks and colleagues no matter where they are or what time of day it is. At the same time, businesses are embracing big data, and trying to figure out how they can integrate the Internet of Things into the workplace in order to improve productivity, performance, customer interactions, critical decisions and revenue generation.

Becoming the Connected Workplace

Transforming an office into a Connected Workplace has moved on from the days of Bring Your Own Device and into the unlocking of staff potential. Successful

IT teams will not just support, but anticipate the various applications and service needs as well as the devices to support the business requirements.

Remote working, which has been one of the most successful trends over recent years, will be replaced with smart offices that will act more like creative villages to make staff more productive, healthier and happier. Innovative tech companies such as Google and Facebook are leading the way with this by building offices that bring their people together in a more innovating and effective way.

By harnessing the power of the cloud and the internet, the Connected Workplace means that not only will your office be able to recognise that you are heading to work, through your mobile phone, smart watch or even your in-car system, but it will be able to get you completely set up for the day. The office

will automatically turn on your desktop computer, inform you of your schedule for the day, and print off any documents you have been updating while working remotely.

Everything Can Be Connected

The ability to connect any number of things and applications together to improve productivity is round the corner and one area undergoing major change to be part of the Connected Workplace is printing. Whilst print does still remain a necessity for many businesses, particularly large enterprises, documents are undergoing a digital transformation from traditional paper to files displayed on-screen, on mobile devices, and shared by cloud services. At Samsung Print, we are seeing a huge demand from our customers and are working with a number of specialists such as Danwood



who have already embraced this. Working closely with Samsung they are able to provide a consultative approach to the customer, blending decades of managed print experience with the ability to deliver digital convergence across screens, mobiles and tablet devices.

Today's mobile approach means that it is increasingly important that employees are able to print from any device they are working from. With the evolution of mobile technology and the adoption of Bring Your Own Device policies, conducting business is no longer confined to the four walls of an office. This increased flexibility requires the ability to perform functions remotely, specifically printing, copying and scanning. Samsung SMART Series provide complete support for quality mobile printing. Using Samsung's private cloud, users can work in a secured internal network, and our cloud architecture supports scalability and ease of deployment.

The Connected Workplace

Smart technology is empowering the rebirth and rejuvenation of the office, making it an environment where we will be happy to work. The Connected Workplace will allow employees to communicate intuitively, face-to-face, to consult and collaborate to solve increasingly complex work situations. As we see more innovation, such as smart systems that can handle the masses of data and scheduling that makes a modern office run smoothly, we will see less stresses and a less overworked workforce. In return we will see happy, positive employees who have time to be more creative and productive, which will ultimately benefit the business.

For more info on the Samsung Connected Workplace please email: businessuk@samsung.com

Focus on: The new Samsung MX7 A3 Colour MFP

Our powerful MX7 Series A3 Color Multifunction Printers deliver smart usability that enables businesses to work fast and efficiently. Equipped with high-performance, cost-effective features and embedded security, they are perfect for high-volume printing at a low total cost of ownership.

- Work smarter with an intuitive Android™-based user experience
- 100 sheet DSDF with fast dual scanning up to 160 ipm
- Fix printing issues with the Samsung Smart Diagnostic System App (SPDS)
- Access customised document workflow solutions with Samsung eXtensible Open Architecture (XOA)

Intuitive Android™-Based User Experience (UX)

The Samsung SMART UX Center 2.0 features an intuitive touch-to-print display screen for easy use, and is compatible with various Android™-based devices. Custom widgets allow for instant, one-tap access to frequently used functions, and a customisable user interface (UI) can be tailored to your needs and shared with various fleets.



Samsung's Printing App Center

Samsung's Printing App Center enables users to easily set up printers by downloading essential apps from a web portal. Options like the Workbook Composer give users the ability to crop desired content, automatically scan it, and save it for final formatting and editing without needing a PC.

Enterprise-Level Samsung Cloud Print

With Samsung's private cloud, users can work in a secure internal network. Our cloud architecture supports scalability and ease of deployment.

Enterprise-Level Security

Our enterprise-level encryption ensures end-to-end security, even when working remotely. Plus our Mobile Device Management (MDM) solution provides full integration for enterprise mobility. Samsung MFPs are easily integrated with legacy enterprise applications, as well as existing print management and workflow solutions.



For more info on the full range of Samsung Print solutions please visit: www.samsung.com/uk/print



If you can keep your head...

Headsets can help minimise distractions in open plan offices, reports James Goulding

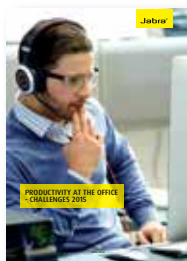
In survey after survey office workers complain about noisy colleagues and distractions. A new study by Jabra, *Productivity at the Office – Challenges 2015*, claims that employees experience as many as 17 interruptions every day. These range from unnecessary (and badly managed) meetings to inquisitive colleagues.

An on-going problem is background noise in open plan offices. Almost half (46%) of those questioned for Jabra's study describe noise levels as the most distracting issue in the office today.

Distractions have a knock-on effect on productivity, as it takes time to recover from interruptions and re-focus on the task in hand.

In the Q2 2015 issue of *Leesman Review*, acoustician Colin Rawlings of Acoustics by Design suggests that we lose 10 to 15 minutes of concentrated work every time we are interrupted by a person talking, a banging door or an annoying ringtone, with serious knock-on effects on productivity.

A 2013 study by the University of California, Irvine and Humboldt University, Berlin (*The Cost of Interrupted Work: More Speed and Stress*) reaches a different conclusion. It suggests that interrupted work is completed faster, as employees change working habits to compensate for time lost. Productivity is not adversely affected, but the greater workload leads to increased levels of stress and frustration.



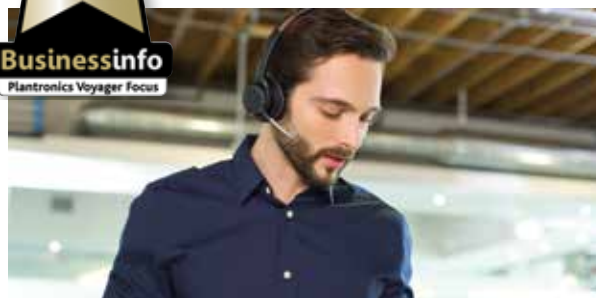
Longer hours

There is clear evidence that people are working longer hours. Jabra's research shows that more than a third (36%) of office workers are having to work longer to complete their workload, while a new study by Regus finds nearly a fifth (17%) of employees work at least 15 additional hours every week, with 57% putting in an extra six hours.

Such coping mechanisms might maintain productivity levels for a time, but they are not a long-term solution. Sooner or later the extra workload will exact a price, typically through mental health problems and presenteeism – people coming in to work when ill. In a recent survey by CIPD and Simplyhealth, 41% of organisations (51% in the public sector) reported an increase in



stress-related absence from work, with workload cited as the biggest cause. Nearly one in three (31%) said that in the last 12 months they had seen an increase in presenteeism.



Plantronics has designed its new Voyager Focus UC Bluetooth headset for enterprise workers in open plan offices and other noisy environments. Active noise-cancellation technology blocks out low frequency sounds, like air conditioners, as well as keyboard clatter and conversations.

Fixing the problem

Instead of passively accepting the status quo, there is much that businesses can do to alleviate the problem. Flexible working is one option, giving people the ability to work at home away from distractions when peace and quiet is required to complete a task that requires deep concentration.

Providing a variety of workspaces so that diverse tasks can be completed without disturbing, or without being disturbed by, others is another effective solution. However, it is one that many

Continued...

Headsets for a better working environment

The Environment Agency is standardising on Sennheiser headsets and speakerphones for office-based and mobile employees, as it makes the transition from traditional PSTN communications to Voice over IP (VoIP) Unified Communications.

Following an extensive trial of headsets and speakerphones, it chose the SC 660 dual-sided headset with HD voice quality and noise cancellation for office professionals; the PRESENCE hands-free Bluetooth headset for mobile workers; and the SP 20 portable speakerphone for use in the office and when travelling.

Ben Thomas, Project Manager for the

Environment Agency, said that Sennheiser excelled in a number of key areas.

"Comfort was a key criteria, with many staff attending to calls throughout the day. A warranty period that reflects the company's confidence in its product is a reassuring advantage. We also decided to look at the technology used in the build of the product, at the individual components, and make a judgement based on that," he said.

"Battery life was a very big factor. Often you find that what the manufacturer says it is and what it actually is are very different, and during our own tests we did find some significant differences between

manufacturers' claims. Similarly, charge time is important – the speed of charge between calls."

Thomas added: "Due to the nature of our business, we took a strong look at environmental considerations, including packaging, the materials that come with the device, fittings, the background of how the company operates and a number of other criteria. Sennheiser came out head and shoulders above the rest – they package products only with what you need and, of course, the packaging itself is fully recycled." www.sennheiser.com

Panasonic

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For more information, please visit
[business.panasonic.co.uk/
communication-solutions](http://business.panasonic.co.uk/communication-solutions)

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...continued

organisations are failing to make the most of. The Leesman Index, an independent measure of workplace effectiveness based on 110,000 employee responses, shows that only 54% of office environments are able effectively to support modern work styles. Almost half (46%) of contributors specified 10 activities as important to their everyday work. This is clearly more than a single desk can support. Yet still too many employers are failing to provide the social, informal and collaborative areas that are needed for employees to work productively.

Technology, too, has a role to play in helping office workers avoid distractions – from notebooks, tablets and smartphones that let employees work anywhere to unified communications (UC) clients that support remote collaboration with colleagues.

Headsets are an important part of the solution, too, and manufacturers like Plantronics, Jabra and Sennheiser have done much to raise awareness of the consequences of unwanted noise in offices.

Next year, for example, Plantronics is opening a new HQ near Amsterdam designed in conjunction with the Leesman survey to support activity-based working. The Soundscape Building also uses soundscaping – the design of internal and external acoustic zones – by Julian Treasure to remove all sounds that don't support productivity. The Noise Abatement Society (NAS) has already awarded Plantronics The John Connell Soundscape Award in recognition of its use of Soundscape principles.

Well-being and mobility

Paul Dunne, Plantronics' Head of Channel Sales for the UK & Ireland, told *Business Info* that there were two main reasons why office workers might want to attach



It is good for people's health for them to stand up and walk around when they are in the office.



Paul Dunne,
Head of Channel
Sales, UK & Ireland,
Plantronics

a headset to their office phone.

"One is around well-being. We find time and again it is good for people's health for them to stand up and walk around when they are in the office. We did a case study with Sage and saw what an impact wireless headsets had on their sales teams. The closure rate, which had tended to decline in the afternoons as sales people got tired, remained very high throughout the day when wireless headsets were used," he said.

"The other reason is mobility. If you are surrounded by noisy colleagues or need privacy, you can just walk away. And if someone in the office has a particularly loud voice, they can get up and go somewhere else to make a call so that they don't disturb other people."

Dunne added that hands-free headsets also make it easier to multi-task and are essential for mobile workers equipped with laptops or other devices running softphones.

"A headset tends to be seen as an accessory if you attach it to a handset, because you can still use the deskphone. But in a softphone environment, because shouting into a laptop microphone in a coffee shop is a poor experience for everyone, headsets are viewed more as a system component than an accessory. Our sales have been really, really good for the last

The Sennheiser SC 660 is a premium wired headset for all-day use in busy call centres or offices. Designed for use with deskphones, it provides HD voice clarity, durability and all-day comfort. Patented ActiveGard technology protects against acoustic shock and sudden sound surges.

few years, as more and more companies look to support workers who collaborate remotely."

Another factor that Dunne says is helping to generate interest in headphones is on-going product innovation including context-based intelligence.

"We have put prototypes on the market that can track head movements. They are able to detect where you are and what you are looking at. And our products show whether they are being worn or not. My headset is set up with my PC, and if I stand up and walk more than 10 metres away with my headset on, my PC automatically locks down," he said.

Innovation is also evident in the company's consumer products. To preserve battery life on the new BackBeat SENSE smart wireless headphones, built-in sensors automatically pause music when the headphones are taken off and gently fade the music back in when they are put back on again.

Whether their impact is greatest on productivity or staff well-being, there is little doubt that the interruptions and distractions associated with open plan offices need to be addressed. Headsets are an important part of the solution. www.plantronics.com

Heading for growth

The global contact centre and office (CC&O) headset market is on the cusp of rapid growth driven by the expansion of software-based communications clients, claims Frost & Sullivan in a new report, *Analysis of the Global Contact Center and Office Headset Market*.

In the next six years, CC&O revenues are expected to double from \$1.20 billion in 2014 to \$2.60 billion in 2021 as growing awareness of the productivity and well-being

benefits of headsets and hands-free calling drive greater adoption in enterprises.

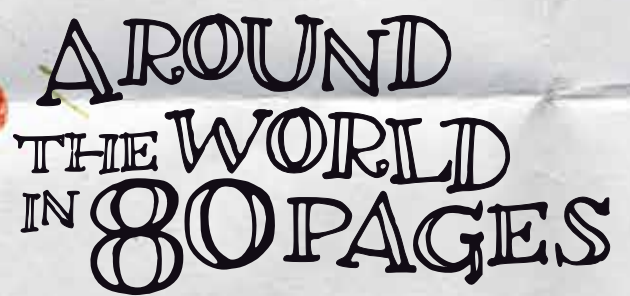
Frost & Sullivan expects cordless headsets to make up 31.2% of unit shipments and 58.2% of total CC&O headset revenue by 2021.

Unified Communications-enabled headset revenue is expected to reach \$1.51 billion at the end of the forecast period, with a compound annual growth rate of 19.4%

between 2014 and 2021.

Frost & Sullivan says demand for enterprise-grade CC&O headsets will be restricted by global macro-economic conditions that limit investment in new communication technologies and by the consumerisation of IT and PC-based communications, which is encouraging the use of cheaper consumer headsets in the workplace.

www.frost.com



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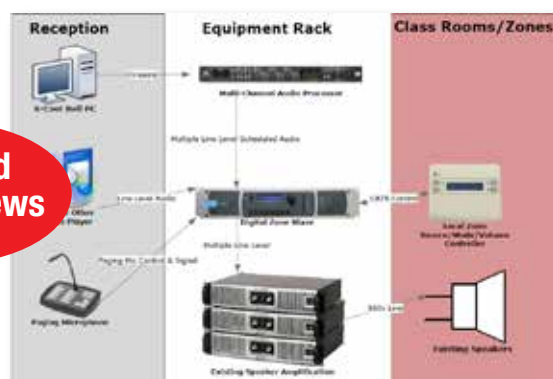
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Neopost meets mail collection challenge

Manchester Metropolitan University (MMU) is the largest campus-based undergraduate university in the UK. It has two campuses – one in central Manchester close to the city centre and another 36 miles away in Cheshire – and a total student population of more than 37,000.

Each year, academic and administrative staff receive nearly 200,000 letters and parcels, which the central mail team would deliver to academic buildings and staff offices.

In order to reduce costs and make better use of its resources, the facilities department decided to replace mail deliveries to people's desks with self-collection from a post-room in each of



the University's eight faculties.

The new arrangement was first implemented in MMU's newly built Faculty of Business and Law, part of the University's £350 million investment in buildings and facilities.

Assistant Facilities Manager for Mail Lee Willcocks asked Neopost to create a design for the self-collect mailroom, which would need to be secure and include racked space for both letters and parcels.

He said: "The Faculty of Business and Law was nearing completion and we needed to install the self-collect post room in the new building as soon as possible. As we have a good relationship with Neopost, we asked them what they could propose."

Following a site visit and consultation, Neopost created a computerised 3D image of the proposed design and specified furniture with extra strong steel frames and hard-wearing, laminated worktops to withstand heavy use.

Staff access the mailroom using a key card-based secure entry system and retrieve letters and small parcels from their post trays. Larger parcels are placed beneath the racking unit and a note

Staff access the mailroom using a card-based secure entry system

placed in the recipient's in-tray.

Since the initial installation, Willcocks has rolled out the mail collection service to other faculties across the University.

"We now have 13 self-collect mailrooms across the University's campuses, which has led to improved efficiency in terms of costs and human resources. Following the initial installation, I have designed the layouts for the subsequent collection points myself. It's quite easy and straightforward using Neopost's templates," he said.

Find your comfort level

Work-related back pain is reaching endemic levels in the UK, with 12.3 million days lost each year due to back pain and injuries. To ease the problem for mailroom staff, Neopost has brought out electronically height-adjustable tables that can be set at the optimum height for each worker at the touch of a button. Specifically designed to support the stable and comfortable operation of franking machines, address printers and folder inserters, the tables allow staff to switch between a sitting and standing position. www.neopost.co.uk



Valumail delivers for CMS

CMS Network London (CMS), a provider of professional document distribution and delivery services, has relocated to larger premises in Bermondsey, South London.

A co-founder of The Delivery Group, a top three operator in the industry and the only provider of an integrated end-to-end mail delivery service, CMS meets the needs of businesses in all sectors that still have a requirement to distribute hard copy documents.

Its new premises are made up of three linked buildings designed for the efficient, high speed flow of incoming and outgoing postal and courier material. The design facilitates seamless overnight deliveries of tens of thousands of items across London via a dedicated fleet of satellite-tracked vans and uniformed drivers.

Efficient workflow is supported by specialist mailroom fittings and furniture from Valumail,

made in the UK with health and safety and personal comfort in mind.

Core products include:

■ **Wire sorting frames** – 1.8 metres, high heavy duty, adjustable and plastic-coated;



■ **Tables** – available in two lengths (1.5 and 1.8 metres) and two heights (750 and 900mm), with a smart yet practical impact-, scratch- and moisture-resistant light grey finish; and
■ **Sealed pouches** – several hundred tough, vivid orange, re-usable, sealed courier pouches.

CMS Managed Mail is a one-stop-shop solution with a bespoke billing system for all mail and courier requirements. It offers blue-chip clients guaranteed cost savings and peace-of-mind by removing the need for franking equipment and freeing up costly office space and staff time.

CMS attained ISO 9001 and 14001 accreditation in tandem with its Ofcom licence granted in 2005.

www.val-u-mail.co.uk

www.cmsnetwork.co.uk

Power and portability

The PPX4835 is the most powerful Philips PicoPix projector to date

The Philips PicoPix PPX4835 is a powerful pocket projector with LED technology and SmartEngine 720p HD resolution for crystal clear pictures and high contrast.

Suitable for educational use, professional use and travel, the PicoPix range has proven to be a popular choice for people looking for a projector of this type, becoming the market-leader in the 'pico projector' category, with over 70% market share. At 350 lumens, the new PPX4835 is the most powerful model in the PicoPix range.

With dimensions of just 150 x 150 x 105mm and a weight of 342g/12.06oz, the PPX4835 is ultra portable, ideal for sharing pictures and videos on the go.

The projector eliminates the need to carry large and heavy equipment when travelling, allowing you to deliver effective presentations whenever you might need to. Because of its small size, light weight and internal battery, the

PicoPix PPX4835 is great for commuters and those doing business up and down the UK. It also makes an ideal companion for field trips, giving teachers the flexibility to share content in any location and keep students engaged with technology-based learning.

Don't let its compact size deceive you; this pocket projector delivers excellent image quality, projecting HD videos, images and presentations up to 150" (381cm) in size.

You don't need to use a screen, as wall colour correction technology adjusts the projected image to coloured surfaces, perfect for impromptu presentations when a room is not available or for teachers who use multiple rooms without fitted solutions. Manual focus adjustment and keystone correction ensure your picture is perfect, while the built-in 3 watt speakers offer a smooth sound experience.

Flexible connectivity

The PicoPix pocket projector offers a number of connections for your appliances for unlimited entertainment.

The HDMI/MHL interface enables you to connect notebooks, tablets, smartphones and other mobile devices. Connectivity is quick and easy via the supplied mini HDMI to full HDMI cable. The projector includes a 3.5mm audio out jack for headphones.

The PPX4835 also features an integrated powerbank function meaning it can charge your mobile phone or other device. Simply connect a USB cable to the projector's USB socket and connect the other end to the micro USB socket of your mobile device and it will be charged.

The PPX4835 is easy to set up and project in any location, as it features an internal battery which lasts up to 3 hours. In addition, its LED light source has a long life, lasting approximately 30,000 hours, so users won't have to worry about purchasing and changing expensive lamps.

Whether it's for professional or educational use, the Philips PicoPix PPX4835 pocket projector is a convenient solution to sharing content whenever and wherever you want.

mark.ivals@xgem.com

www.project-your-life.com/en/



See the PicoPix PPX4835 at the BETT Show 2016, where it is being demonstrated by Sound Innovations (C62) and XMA Viglen (E180). BETT takes place at ExCeL London on January 20-23, 2016.

Case study: St Giles School

A Philips PicoPix projector is the perfect companion for everyday teaching. It is great for visual stimulation, for use in the classroom, in breakout groups and even on field trips.

One school that truly understands the importance of visual support materials for learning is St Giles in South Croydon, Surrey. St Giles is a specialist school for pupils with physical disabilities and sensory needs, with ages ranging from four to sixteen. Most of the pupils also have learning difficulties associated with their disabilities including some who have profound and multiple learning difficulties (PMLD).

To support the pupils' sensory needs, the school purchased a Philips PicoPix projector. Lynne Castle, St Giles' specialist ICT assistant, explains: "We wanted a small, compact projector that was portable and battery-powered, so we could use it in a variety of teaching situations."

For Lynne, the Philips PicoPix projector fitted the bill perfectly because of its small size and internal battery, making it a versatile aid for multi-sensory teaching.

The Philips PicoPix is a small and light pocket projector that can be easily connected to various devices, SD cards or a USB stick to access digital content. The addition of an integrated media player means that the PicoPix can be used independently of other input devices, while the internal battery gives users the flexibility to project and share pictures or videos wherever they want.

"This projector is great for projecting from an iPad. I have used it to project onto white paper, boxes, pillows, ceilings, plant pots and different surfaces to make the images interesting for the children. They find the iPad fish tank app very soothing when it's projected onto paper. As well as multi-sensory therapy, the projector is useful for practical lessons. I've used it to project the solar system onto the ceiling to talk about the order of the planets and their movements. It's so much more informative than a diagram. We also use it to project a timer in PE so

that the children know how long they have left for an exercise," adds Lynne.

"We have used the PicoPix with pupils with limited speech with an app that converts sounds to projected patterns. The children with speech difficulties can make a vocal sound and see an image projected onto the wall. It's fun for them, so it reinforces their awareness of the different sounds they can make and promotes their vocal communication; there is a real interaction between what they see visually and the vocal sounds they make and it is exciting!"

In fact, says Lynne, what you can do with the PicoPix is limited only by one's imagination. "It's basically trial and error.

In a multi-sensory class I've projected an umbrella above the children with the sound of rain and laid bubble wrap for them to walk on or roll-over for those in wheelchairs. It just adds to the richness of the experience."

The PicoPix has also proved useful in after-school activities. "I used it on a tripod for our St Valentine's disco and projected hearts in different places. The children played 'first to the heart' and 'musical hearts'. It was good fun. We're very pleased we purchased the PicoPix; it wasn't expensive and it's proved to be a very useful teaching aid for us," Lynne concludes.



Beyond MPS

Why traditional managed print services are no longer enough for print vendors

Coinciding with World Paper-Free Day on November 6, AIIM, the association for information management professionals, released a new market study that will have made uncomfortable reading for printer companies.

While *Paper-Free Progress: measuring outcomes* shows that people still love to work with paper, sometimes printing just for the sake of it, it also clearly demonstrates that the pace of digitisation is picking up. More than half (57%) of respondents say they are committed to digital transformation and the differential between the proportion of organisations with falling (49%) and rising (20%) paper volumes has extended to 29%, up from 23% in 2014 and 3% in 2011.

The effects of digitisation are clearly shown in the poor results recently posted by HP, Xerox and Lexmark.

In Q4, HP experienced a 14% year-on-year decline in total printing revenue, with hardware unit sales down 17% (including a 23% decline in commercial hardware units) and supplies revenue down 10%.

Xerox results for Q3 were also bad. Revenues for its Document Technology business, which now accounts for just over 40% of total revenue, compared to almost 60% for services, were down 12% or 9% on constant currency.

Lexmark fared no better, with Imaging Solutions and Services revenue down



16% or 11% at constant currency in Q3. This included an 18%/14% decline in non-MPS revenue.

Diversification

Clearly, people are printing less and reducing the size of their printer fleets accordingly. In this context it becomes important not only to capture more of a customer's print spend through managed print services, but also to diversify into other areas.

Lexmark has done this through its acquisition of enterprise software companies – in Q3, its enterprise software revenue was up 92% or 102% at constant currency. Other companies are seeking to offset declines in print by expanding the range of products and services they offer under a managed print service.

Sharp calls this 'Beyond MPS'. It has just launched its Optimised Managed Services (OMS), which extend the scope of MPS to include other Sharp products and solutions all linked together under the umbrella of a single managed service.

Sharp is focusing on print, cloud storage, display screens and workflow software, but an OMS could also include electronic point of sale (ePOS) equipment, LED lighting and potentially even solar energy systems.

In this way, Sharp is moving beyond a focus purely on the printed page to look at how information in all its forms is managed and processed by a business, from the point at

which it is received/captured to how it is shared and disseminated, whether that's via the printed page, on a digital display or through email/postal distribution.

Talking to *Business Info* sister publication *PrintIT*, Alex Cardnell, Director, Corporate Division, Sharp Business Systems UK, said: "With OMS, we are looking at the big picture, at high level information. Let's forget copiers, let's forget paper documents, let's forget all the little bits and instead put together a suite of products, software and services that can support all aspects of a customer's information life-cycle."

He argues that the breadth of Sharp's product range means it is better placed to deliver this type of service than competitors.

"What Sharp has that no one else does is proprietary hardware and software that go beyond the print document to look at information more generally. We have our own cloud – Cloud Portal Office; we have our own visual suites, from the Big Pad interactive screen right up to videowalls; and we have our own software like Follow Me Print, Mobile Print, Document Archiving, Mobile Archiving and so on. As a supplier, we do not want to limit ourselves and just deal with print, print management and document storage. We want to deal with everything."

He added: "We are doing something new and very, very different. The only people who offer anything similar are the IT and facilities companies who offer outsourced information management. But in order to fulfil it they have to buy Sony TVs, Xerox MFPs, HP printers and bundle it all together. I believe we are the first to have this conversation based on our own technology. Even if we walk in and take over part of a contract, we don't outsource that; we bring everything in-house."

Connected workplace

In fact, other vendors are adopting a similar approach and integrating MFPs with products from their other divisions and exploiting capabilities from all areas of their business to enhance the functionality of their print devices.

HP, for example, is improving printer security by integrating security features from HP Elite PCs in all new HP LaserJet Enterprise and OfficeJet Enterprise X printers/MFPs, and Samsung is using its expertise in mobile technologies to put its print devices at the heart of the 'connected workplace'. It has developed



an Android platform for its new A3 MFPs and is bringing out apps that integrate them with other products/solutions.

Samsung is also extending existing relationships into the print arena, including a long-standing relationship with Nuance, which provides speech technology for Samsung Smart TVs and the S-Voice virtual assistant on Samsung Galaxy smartphones/tablets/watches. As part of a new strategic partnership between the two companies, Nuance will provide enhanced product and marketing support for its print management solutions, Safecom, Equitrac and NSI, which, in the future, could include user authentication by voice.

Meanwhile, at Canon Expo 2015 in Paris, Canon positioned itself and its products at the heart of what it calls the 'Imaging of Things'.

All technology is becoming part of a much wider network and in the future we can expect print vendors to exploit this tendency by expanding the scope of managed print services to cover displays, cloud storage, scanning, content management, business process optimisation, even stationery. Suppliers benefit by topping up falling print revenues while end users enjoy the simplicity and convenience of dealing with a single partner for all their needs, including the implementation of a digitisation strategy.



Nuance explains how to improve document security on MFPs

With the TalkTalk security breach fresh in people's minds, Nuance has produced a free whitepaper explaining what organisations can do to secure their MFPs and prevent document-related data breaches.

Security Made Easy makes the point that while hard drives, embedded firmware and the ability of MFPs to communicate with other systems on the network make life easier for users, they also give rise to security vulnerabilities that should be addressed by an organisation's data security procedures.

Nuance makes 10 recommendations:

1. Require user authentication for auditing purposes.

Authentication enables the auditing, reporting and tracking of user activity, as well as various other security features. There is no MFD less secure than one that allows anonymous usage.

2. Restrict access based on user authorisation.

Just because a user has authenticated into the system, doesn't mean they should have access to every function.

3. Centrally audit all network activity.

Auditing allows the MFD to pass tracking information to a database. It will allow you to easily track down which device was the source of the breach, tell who the authenticated user was and where the data was sent. Reviewing the audit log helps organisations to identify a breach, take prompt corrective action, issue the necessary notifications and avoid the cost of fines.

4. Encrypt data to/from MFDs.

Communications between smart MFDs and mobile terminals, servers and destinations should be encrypted to ensure that documents are only visible to those users with proper authorisation.

5. Only release print jobs to authorised personnel.

Secure printing requires that users authenticate at the device before documents are released.



Only those documents that are associated with the authenticated user should be printed, and the print job must not be stored on the device prior to printing.

6. Implement rules-based printing.

Not only does this enhance security and prevent unauthorised users from accessing printed documents, it also reduces the number of print jobs not retrieved, thereby also reducing consumable resource utilisation and printing costs.

7. Enforce trusted network destinations.

Your security environment may not allow scanning certain types of content to email, or consider a workflow which sends email only to specific 'whitelisted' addresses.

8. Monitor and control secure document activity.

Simultaneous monitoring and auditing of sensitive information in documents ensures data is controlled before it ever gets to its intended destination.

9. Implement network faxing.

Eliminate direct analogue faxing by adopting a centralised fax server solution.

10. Standardise and integrate network scanning.

The scanning of a file to a network folder is the most common and usually the type of workflow that is left most unsecure.

www.nuance.co.uk

Print and give with Charity-Wrap

Xerox Document Technology Partner Document XL is re-launching a charity fundraising initiative it first mooted in 2011.

The Charity-Wrap scheme is designed to provide charities with a regular source of income by linking donations to office printing. Every time a participating business prints a colour page on a Charity-Wrap printer, Document XL will donate 1p to its preferred charity.

Charities currently on board include Marie Curie and Candlelighters, plus a number of local charities like Springhill Hospice.

Document XL Managing Director Stephen

Dobson hopes the Charity-Wrap scheme will raise £1 million for charities nationwide. In addition to the 1p donations, he is inviting businesses to make additional contributions based on a percentage of the savings he says they will make by switching from an old device to a new Charity-Wrap printer.

Stephen Dobson said: "Many businesses are too busy to run charity events and collect sponsorship, and those who do have to limit it to a few times a year. With Charity-Wrap we are making it easy for people to support a cause close to their heart, with no effort."

www.charity-wrap.co.uk



Tried and trusted

Vendors might be moving 'Beyond MPS' but for many customers the priority is still to fix their printing infrastructure, as these two case studies show

Long-lasting partnership

Toshiba's relationship with Spire Healthcare shows how an MPS provider and customer can work together to accommodate changing needs

Spire Healthcare, the second largest provider of private healthcare in the UK, was formed in 2007 with the buy-out of 25 BUPA hospitals by private equity firm Cinven. Today, it has a network of 40 private hospitals and 10 clinics and offers a full range of integrated surgical, medical and diagnostic services.

Soon after its formation, Spire Healthcare enlisted the services of Toshiba TEC to help manage its printing, copying and scanning infrastructure. An audit was carried out to pinpoint how print devices were being used, to identify monthly page production volumes and to implement a solution that could maximise the potential of Spire's investment in print devices.

Since 2009, when Toshiba's contract was renewed, Spire Healthcare has gradually been standardising on Toshiba TEC devices, increasing the number of Toshiba MFPs in its estate from 124 – predominantly mono and standalone – to 213, including many colour devices.

Gill Kite, Senior Buyer at Spire Healthcare, said: "Previously, as well as the Toshiba TEC MFPs, we had numerous printers from various other manufacturers. As these reached the end of their useful lives, we looked to rationalise and standardise with Toshiba TEC MFPs, and work towards a print strategy. This has helped maintain a sense of uniformity across the portfolio."

Over 90% of all the devices are now networked, enhancing flexibility and functionality. After careful analysis, each device is located in an area that allows users to make best use of its features, with access restricted according to each user's needs.

Kite says that user controls were introduced to gain control of colour print costs after an audit revealed that people who could easily use mono were printing in colour almost by default.

"We decided that it would make



more sense to restrict permission to print in colour by configuring the print driver and access codes accordingly," she said.

"For example, the marketing department often needs to use colour, so MFPs that can enhance the presentation of critical colour documents through superior print quality and finishing are located there. This policy has made a massive difference to our overall expenditure and it also means that we can monitor spend by department, something that enables us to spot where other efficiencies can be made."

Another enhancement is the introduction of private printing on MFPs located in more public areas. The need to type in a code at the device to complete a print job maintains data confidentiality and security and reduces the amount of unwanted documents that are printed and then not collected.

Toshiba's MPS did not end with the signing of the contract: instead, it is constantly evolving as Toshiba and Spire Healthcare identify new opportunities for efficiency gains and cost savings. Kite said: "I'm delighted that we have reached a stage where each MFP is being used to its full potential. This is in no small part thanks to the excellent account management, technical know-how and service from the Toshiba TEC team."

www.toshibatec.co.uk



The need to type in a code at the device to complete a print job maintains data confidentiality and security

Benefits of standardisation

Suttons has cut annual print costs by 35% and reduced the time spent managing printers by 40% since appointing Altodigital to overhaul its worldwide print and IT infrastructure.

The logistics and supply chain company specialising in worldwide distribution called in Altodigital to provide consistency and management of printing across all 26 of its locations in the UK, Belgium, China, USA, France, Malaysia, Singapore and the United Arab Emirates.

Previously, each country managed its own printer estate, resulting in a large number of individual tenders and payment procedures, relationships with multiple suppliers, a lack of overall control, unnecessary costs and a significant IT support burden – 50% of all IT issues involved printing in some way.

Following site audits in all 26 locations, Altodigital established that the most cost-effective and efficient solution would be to standardise on Kyocera equipment, including small desktop colour printers and large multi-functional devices (MFDs). Doing so has enabled it to replace 110 print drivers for 200 users with six drivers for 500 users.

In addition, it has installed two software solutions: Papercut, which enables Suttons to monitor and track all print jobs worldwide, by branch, department or user, and charge print costs to a specific department; and Optimise, which enables devices to be monitored remotely 24/7, page counts to be taken and toner to be ordered automatically.

All equipment is supplied under a single contract, with billing on an annual basis and a single invoice for equipment and consumables.

Altodigital account manager Derek Gunton said: "The obvious challenge was to ensure that we delivered a tailored solution that would suit a variety of branches across numerous countries, whilst always being conscious of driving cost and labour savings."

In this, Altodigital has been very successful: just 18 months into the MPS contract Suttons has already achieved a 35% saving on annual print costs and a 40% saving on admin time.

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Mixing the old with the new

Business Info discusses the appeal of the handwritten letter with **Charlotte Pearce**, founder and CEO of Inkpackt

In this age of email and social media, handwritten letters are becoming as rare as an unused Penny Black. This makes them an increasingly attractive medium for businesses that want to stand out from the crowd. Charlotte Pearce, the 24 year-old founder and CEO of Inkpackt, spotted the marketing potential of the handwritten letter while still a student, when she earned pocket money by creating personalised marketing communications for clients. Since graduating she has expanded her business and now employs eight full-time staff and 50 freelance writers. Investment in a new IT system has given Inkpackt a scalable platform to support growth plans, which for 2016 include a doubling of the writing team to 100 and expansion overseas. **Business Info** spoke to Charlotte about mixing the old with the new.

Business Info (BI): So what exactly does Inkpackt do? What services do you provide?

Charlotte Pearce (CP): We bring together technology, pens, paper and ink with underutilised and sometimes disadvantaged communities to enable companies to send personalised, luxurious communications written specifically for their clients. To stand out in this digital age is quite difficult. We help companies do that in a really personal way with physically hand-written notes, letters and cards. We have a whole team of writers across the UK who are trained by us and work from home. We do everything for the client, from supplying the stationery to writing and posting the letters. Our technology platform lets us handle huge volumes, from 50 to 50,000 items.

BI: What sort of businesses use your service?

CP: We work with a whole range of companies – normally B2B, but more recently we've ventured into B2C customer service campaigns. We've worked a lot with IT service companies who want clients to come back every year. We've also done quite a lot with



high-end luxury brands to help convey a luxury image, and also with start-ups to help them get their message across to companies that don't know they exist. We can tailor our services to lots of different customer needs. Every company has an 80:20 rule; we help companies retain the 20% of customers that bring in 80% of the revenue.

BI: What is it about handwriting that these companies like?

CP: The main thing is that it stops their message from getting lost in an inbox. It's easy to ignore an email, but if something comes to you in the post you always open it, so your message gets read 100% of the time. With email and online communications you can't assume that. Simply by increasing the open rate, a handwritten envelope will normally increase the response rate.

There is also the psychological dimension. If someone has taken the time to write to you by hand, you feel you owe them something in return. If they are inviting you to visit their website, you might think 'They have taken the time to write to me, so I should reciprocate'. The response-to-action rate with hand written communications is often significantly higher, even though it is more difficult to click through from a piece of paper than it is from an email.

There is a social media angle, too.

We find that when someone receives something physical they often take a photo of it and put it online because a handwritten letter is so rare. The brand effect of that is important to companies.

BI: When did you set the company up?

CP: I set it up two years ago with a small group of writers, initially as a part-time business. I did the marketing for one-to-one business coaches who wanted to develop a really personal relationship with clients. There was no technology then, it was just writing and delivering handwritten marketing. As we got more customers, we realised that to scale up we would need a technology platform that would enable writers to log into our system from anywhere.

BI: Please tell me a bit more about the technology platform.

CP: It works in a similar way to an email system like MailChimp. The client uploads a .csv or database file of the people they want to communicate with; they select the stationery they want; upload their logo or corporate branding; submit the text they want us to write; and then pick the date it should be sent. Our writers, anywhere in the country, can see that a job has been posted on the system and can volunteer to do it. We send the stationery they need to their house, where they will handwrite each one. Every time they complete a card or letter, they take a photo and upload it onto the system so that we can check the quality before it is sent out on behalf of the client.

We can also integrate our platform with a client's CRM system so that if they want to send customers something really personal, like a discount voucher on their birthday, the customer's details will automatically come through to us and we will send out the voucher. This level of integration makes things really easy for the client. It also works really well for handling complaints. For example, if you are a retailer and your CRM registers a complaint from a customer, we can automatically send them a handwritten apology.

To stand out in this digital age is quite difficult. We help companies do that in a really personal way

BI: So, customers don't just use Inkpact for one-off campaigns; some use it for regular communications too.

CP: Yes. Some companies do their marketing with us every so often or once a quarter; others use us every single week for different communications. We have one customer that uses us to accept or reject applicants for their coding courses. They have a big alumni presence, which they call the Family of Coders. Depending on whether you get accepted or rejected for a course, you get a really nice personalised note either welcoming you to the Family of Coders or encouraging you not to give up and to try again.

BI: Can you send out gift vouchers and bottles of wine or is it always just a note?

CP: No, we always offer a bespoke option, and work with agencies and big clients on their campaigns. We've done everything from sending chocolates and hip flasks with notes attached, to notes with brochures and small business cards.

BI: Do you charge a lot of money?

CP: It depends on what you want. We do Christmas cards for £4.50, which includes the card, the writing and postage. That's not much more than you would pay on the High Street. Our marketing note cards start at £5.50, including writing and postage. They are completely branded to your company, with a tissue-lined envelope colour-matched to your brand. Our letters are a bit more expensive. The highest price is £10 for a full-page letter on really nice writing paper with a wax seal on the envelope. Some clients just use us to hand address envelopes, if they have pre-printed invitations or want to send out a brochure but in a more personal way. That reduces the cost to around £2 or £3. We also do box gift wraps and they can cost £20 upwards, depending on what's inside. We give discounts for over 1,000 units, but stick to our price code below that.

BI: Do you use postage stamps or a frank?

CP: We always use first class postage stamps. There has been a lot of research by Royal Mail and others about the impressions conveyed by a stamp versus a frank. Because we are offering the ultimate in personalised marketing and communications, an envelope is much better received and more likely to be opened if it has a stamp.

BI: Tell more about the social aspects of your business.

CP: When I started the company I realised that writing was a great way for people to earn money without having to leave the house or work 9 to 5. Initially, we started working with students, because I was a student when I started the company. Then we started working with mothers in London who wanted to earn some extra money (writers are paid by unit but typically earn £8-£15 per hour depending on how quick they are). Now, we talk with companies like Age UK about helping elderly people to earn extra income and keep their minds active, and Working Chance, which helps women with criminal convictions find employment. We also run workshops that promote literacy and writing for health and wellness reasons. A big part of Inkpact is giving back to the community through writing. We have a whole community that utilises writing in a positive way.

BI: Do you find that young people have sufficiently good hand-writing?

CP: Yes, but not all of them. A lot of people are artistic and it is natural to pick up a pen and paper, even if they don't do it as much as older generations. Most of our writers who are students have fantastic writing, so it's not necessarily a generation thing, it's just not taught quite as much today. If they go through our training, we can turn someone from an OK writer into a good writer.

BI: What proportion of your writers are male?

CP: Females tend to have better



Charlotte Pearce,
founder and CEO,
Inkpact

When I started the company I realised that writing was a great way for people to earn money without having to leave the house or work 9 to 5.

handwriting than men and we struggle to get men on board. We only have seven male writers at the moment, but there is a big push to recruit more because a lot of the messages we write are from men. Some of our female writers have a unisex writing style and that goes down really well with a lot of clients. But from a gender balance point of view, we would like to have more male writers on board.

BI: Does it matter if the hand-writing is different every time a business sends out a hand written note?

CP: We try wherever possible to keep the handwriting the same. If a client is doing a customer service campaign that involves sending multiple notes to a customer we will try to use the same writers or at least the same style of handwriting. If we work with a company constantly we will assign one or two writers for their campaigns. And we try to match the style of writing to the brand. We offer a range of writing styles, including traditional, calligraphy and modern messy, which is what many tech companies use.

BI: Do clients mind that the name on letters is written rather than signed?

CP: The biggest draw for companies is that they don't have to do anything themselves. The fact that they can have 50,000 note cards handwritten for them outweighs the fact that we write the name rather than signing it. We do offer to send notes back in unsealed envelopes so that the client can sign them, but no one ever takes us up on the offer because signing every single one is so time-consuming.

BI: One of the selling points for customers is the rarity of a handwritten letter, but as you expand and take on more writers, is there a danger that handwritten communications will become more common and therefore less effective?

CP: If it got to the point where everyone in the UK was receiving a handwritten letter all the time then we would be a very, very, very large company. The number of businesses out there and the number of people in the UK, let alone the countries we are expanding into, means we would have to get seriously large for that to happen. We don't see that as a problem.

<http://inkpact.com/>



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Ready for take-off

Following December's UK Drone Show, Tayla Ansell looks at some of the applications of drone technology and the rules governing their use



Drones sound like something from the future, but the staging of the UK's first drone show on December 5-6 shows how the technology has matured and now offers opportunities for businesses to deliver new services or improve existing ones.

So what business applications are there for drones? One of the first sectors to make use of drones was the photography and media industry, but drone usage has since branched out into other areas including agriculture, surveying, 3D mapping, search and rescue and much more.

DroneX, an exhibitor at the inaugural UK Drone Show (see box), is a Bristol-based high tech start-up specialising in the design and construction of custom-made UAV systems for commercial, industrial and scientific use. Marketing executive Anna Babarczy says that the most common applications to date have been aerial photography and video, but there are signs that this is changing.

"We are receiving more and more requests to develop systems for mapping and infrastructure maintenance. This clearly shows that there is an increasing market for observations and utilising data gathering," she said.

We are receiving more and more requests to develop systems for mapping and infrastructure maintenance.

One application many expect to grow in the future is delivery. Amazon has been working on a drone delivery system for a couple of years in the hope that one day it will be able to deliver packages to customers using small unmanned aerial vehicles (SUAVs). The technology exists for what Amazon calls 'Prime Air', but there are still hurdles on the regulatory side and the Federal Aviation Administration (FAA) has yet to approve the launch of a drone delivery service in the US.

Also exhibiting at the UK Drone Show is Eye Sky Group, providers of a range of professional UAV/drone services, including real estate marketing, mapping, GIS and surveying, agriculture and superyacht marketing. Founder and CEO James Marchant doesn't expect drone deliveries to become commonplace any time soon. He said: "I think it will take a little bit of time, I don't think it's going to be next year. There's a lot to get over, such as battery power. You could use a bigger battery to fly longer but then the bigger battery is going to be heavier so you can't fly as long. It doesn't matter how big you make the battery, the flight time tends to always be the same, about half an hour."

Real benefits

For now, aerial deliveries might be pie in the sky, but there is no doubt that other industries are already benefiting from drones.

Babarczy of DroneX said: "Drones are absolutely game changing. They are shifting the whole landscape of how we will operate businesses in

UK Drone Show

The UK Drone Show, which took place at the National Exhibition Centre (NEC) in Birmingham on December 5-6, was the largest consumer drone event ever to take place in the UK and a great opportunity for businesses to find out more about the commercial applications of small unmanned aerial vehicles. The event featured an exhibition of drones, UAV gadgets and specialist software; demonstrations of the latest technology; and expert speakers who gave an insight into the future of drones.

Show project manager Oliver O'Brien said: "Some industries started using drones a few years ago, but suddenly more and more businesses are realising the advantages and jumping on the bandwagon. We predict the use of commercial drone technology is going to continue to increase throughout 2016, especially with DJI, the world's largest consumer drone manufacturer, reportedly being valued at \$10 billion.

"In the business arena, drones are definitely the next big thing for most industries. The UK Drone Show is the best place for companies to explore their options and discover just how UAV technology can be integrated into their business."

www.ukdroneshow.com



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the future. Drones can be adapted to almost every industry. They can improve business flexibility, efficiency and cost-effectiveness. In addition, they have large safety and environmental benefits. For instance, in the telecommunications sector cell tower inspections and maintenance are usually performed by a technician climbing the mast. This is costly, time-consuming and dangerous. Drones reduce risk, lower cost and simplify such inspections."

Marchant of Eye Sky Group cites the benefits its real estate marketing service offers estate agents, pointing out that filming by drones enables potential buyers to see aerial videos, ground videos and internal tours without visiting a property. He said that in a couple of instances drone footage alone had led to a sale, saving the estate agent the time and cost of showing potential buyers around a property.

What's allowed?

At the moment, anyone in the UK can buy and operate a drone as long as it weighs less than 20kg and is not being used for commercial purposes. The few rules mandated by the Civil Aviation Authority (CAA) are that your drone must be visible to you at all times; doesn't go higher than 400 feet; and doesn't fly within 50 metres of people, vehicles, buildings or structures, or over congested areas or large gatherings.

However, the rules are different for

commercial applications. Flying drones for any form of commercial gain is known as Aerial Work, and this requires a Permit For Aerial Work (PFAW) from the CAA. To receive a permit from the CAA you must demonstrate that you are 'sufficiently competent'.

This can be done by taking an approved course with a training provider, after which the business will have to write an operational manual and submit it to the CAA for approval.

Bjarne Pedersen, director of drone training school UVAir, said: "As with any tool used by a business, training is paramount from both a legal and health and safety point of view, but even more so because without proper knowledge and training it will be difficult to complete a job as intended."

UVAir, the brainchild of four senior airline pilots and two of the country's most widely respected drone operators, Cloud12 and UAViate, opened in September.

Safety concerns

The increasing use of drones has raised concerns around privacy, physical safety and illegal activities. In the US, a man was detained for trying to fly a drone near the White House; a woman in Seattle was knocked unconscious after a drone landed on her after crashing into a building; drones have been used to smuggle drugs across borders and into

prisons; and in another example a drone was designed to carry a handgun that could be fired remotely.

In response to such problems, the US transport secretary recently made an urgent call for a national register of drones for public safety and to create a culture of accountability and responsibility. The House of Lords EU Committee has also called for the compulsory registration of all commercial and civilian drones.

"Although small drones are considered harmless, they can in fact pose a real threat to other air users, such as major airlines, which is why anybody wishing to use drones must have a good understanding of the world of aviation. The rules and regulations are in place to protect the general public from being injured by drones falling out of the sky and, in the worst case, to protect against a drone bringing down a major airliner full of people going on holiday," explained Pedersen of UVAir.

He added: "As a professional organisation, we encourage rules and regulations to protect the industry, and of course the public, against drones being operated in a way that can endanger other people or property. The tricky question is how to do this in a way that will still allow the industry to grow, without restricting it so much that it becomes impossible to utilise this new and exciting technology."

The increasing use of drones has raised concerns around privacy, physical safety and illegal activities.

Drone work

Bjarne Pedersen, Director of UVAir, outlines some popular applications of drone technology

The Drone industry is developing at a phenomenal rate, resulting in new applications being introduced all the time.

Some of the first companies to benefit from Drones were in the photography and media industries, including film-makers and broadcasters, as Drones can create aerial

footage for a fraction of the cost of an expensive helicopter.

The second application to really benefit from Drones is surveying, including the surveying of buildings, land, oil rigs and wind farms. Drones are even being used to inspect passenger planes when they are in a hangar for maintenance. Drones are a cheap, quick and effective alternative to erecting scaffolding.

The big energy companies are developing a real interest in Drones for the inspection of power lines, pipes etc., particularly in areas that are hard to reach by foot.

Emergency services, such as the police and Search and Rescue, are now using Drones for crowd control, surveillance and quick response in remote areas. For example, a 'first response ambulance Drone' can fly to



your location with a defibrillator, providing assistance until an ambulance arrives.

The latest industry to see the benefit of Drones is agriculture. Clever software can analyse video footage taken by a Drone flying over crop fields to determine whether certain areas require more or less fertiliser. The results can be programmed into a tractor's GPS system, which will modulate fertiliser delivery accordingly.

These are just some of the most obvious applications for Drones. There are many more and, as the industry continues to grow, even more will no doubt emerge.



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Lamination is a cost-effective method of protecting printed material from moisture, stains and wear and tear; it improves the appearance of presentation documents, providing a higher quality finish with deeper colours and improved contrast; and the rigidity and stiffness it brings make paper easier to hold and display.

Advances in office printing, from improved print quality, colour fastness and fade resistance to a broader range of substrates and finishes, combined with the availability of low-cost reusable frames, have arguably reduced the aesthetic value of lamination. However, its value for document preservation is as strong as ever, says Gregory Schembri, trade marketing manager at Leitz.

"Lamination provides much needed protection for documents that are regularly handled, and this is something the printer market is yet to offer as a solution. Although printing has become quicker and more accurate, the environmental pressures and cost reductions mean anything that needs to be protected or handled regularly must be laminated," he said.

For this reason alone, a laminator remains an essential item of business equipment, suitable for protecting a wide range of everyday printed items, such as business cards, photos, badges, important

documents, leaflets, signs and posters.

Tim Machin, senior product marketing manager at Acco Brands Europe, says that this flexibility makes laminators useful not just for key verticals like education, healthcare, retail, manufacturing & distribution, but for "everyone, everywhere".

Choosing a laminator

There is a wide choice of laminators on the market and it is important to pick the right model for your needs. Key considerations include:

■ **Document size.** Machines typically come in A4 and A3 options. The wider the entry of the laminator, the more flexibility you have to laminate documents of a variety of sizes.

■ **The level of protection.** Laminating pouches are measured in microns and the higher the micron, the thicker and stronger the pouch. Choosing a machine which accepts thicker pouches, again, offers more versatility.

■ **Frequency of use.** If the laminator is likely to be used regularly, ease of use and speed will be essential.

Lamination provides much needed protection for documents that are handled regularly.



Ease of use

One of the major advancements in lamination in recent years is simpler, faster operation. Schembri points out that the days of complicated operation and waiting for a laminator to heat up are long gone.

"At Leitz, we've overcome these challenges with a one-touch button system where our laminators heat up within a minute. We've also developed special lamination pouches with directional arrows, allowing for accurate lamination and outstanding quality," he said.

He attributes growing demand for the Leitz iLam range – up 10% this year – to its ease of use.

"For years we've seen complicated models in the market with various settings and warm up times. Our iLam range addresses this with an 'All you need to know is on and off' ethos."

A faster finish

Acco has made similar advances with its Fusion range, featuring the tag line 'Simply faster to the finish'.

It offers models to suit any workplace, including the top of the range Fusion 5000L and 5100L for fast and frequent use (10 documents in four minutes or less); the Fusion 3000L and 3100L for mid-sized offices with daily lamination needs (90 second or less warm-up and Intelligent Jam Alert); and the Fusion 1000L and 1100L for home or small office use (easy, one-step lamination).

"The Fusion range was developed based on consumer insight and feedback from the market," explained Machin. "The key consumer pain points of warm-up speed, throughput speed and complex or confusing operation have all been addressed, offering the benefits of a simplified lamination process and increased productivity."

In addition to improved speed and ease of use, modern laminators offer superior results. For example, both the Leitz iLam range and the Acco Fusion 5000L and 5100L laminators have sensors that detect the thickness of a filled pouch and automatically set the correct speed at which to laminate, for high quality results with no bubbles.

The danger within

Growing awareness of poor air quality is driving sales of air purifiers for homes and offices

Instead of pillorying Volkswagen for manipulating its vehicles' exhaust emissions tests, should we instead be thanking them? Disgraceful as its actions were, they did inadvertently publicise the damaging effects of particulates produced by diesel engines and highlight the poor air quality in many UK cities.

Greater awareness of air pollution and its effects is one reason for growing interest in air purifiers that filter and trap microscopic particles, such as smoke, mould spores, pollen, bacteria, viruses and pet dander, that can cause damage to lungs and immune systems.

In its report, *Global Air Purifiers Market Forecast & Opportunities, 2020*, TechSci Research says that air purifiers, once considered a luxury, are becoming a necessity, fuelling a compound annual growth rate (CAGR) of 14% through to 2020.

This outlook is shared by Blueair, which sells air purifiers in 64 countries around the world. Founder and CEO Bengt Rittri said: "Sales have increased most in countries such as China, India and elsewhere where the air pollution can be highly visible for long periods. But even in places where air pollution is often 'invisible' to the naked eye, such as Europe and North America, growing

public awareness of the reality of outdoor and inside air quality problems is sparking interest in creating safer indoor havens."

Growing demand

In the UK, the market for air purifiers is still relatively small. However, Mike Booth, European marketing manager for Fellowes' air purifiers, says demand is picking up.

"In the 12 months leading up to June 2015 the market grew 9% to a value of £2.9m. At present the commercial market is at an under-developed stage, but given the growing consumer awareness of indoor air quality and the impact this has on employees, patients, students and customers, we have high hopes for the future for our commercial air purification business," he said.

Office workers who spend 90% of their time indoors might feel safe from exhaust fumes and other irritants. However, the US Environmental Protection Agency (EPA) warns that such confidence is misplaced, as air pollution levels can be 2-5 times higher indoors than outdoors.

This, says Booth, raises important productivity questions for employers. "Indoor pollutants can impact our health and our ability to perform at



Air purifiers are becoming a necessity, fuelling a compound annual growth of 14% through to 2020.



our best. With sickness absence costing UK businesses more than £14 billion each year and the financial impact of presenteeism estimated to be even higher, the benefits of improved air quality are clear. A recent report from the World Green Building Council on this topic concluded that productivity gains of 8-11% are not uncommon as a result of improved air quality."

How they work

An air purifier works by filtering air and trapping contaminants. A popular filter type is HEPA (High Efficiency Particulate Air), which traps 99.97% of airborne particles larger than 0.3 microns.

To clean air more thoroughly, many modern air purifiers combine two or more filter technologies in the same unit.

For example, the patented Blueair HEPASilent system enhances HEPA technology with an electrostatic media filter that traps particles charged with a series of high-voltage wires as they enter the purifier. For environments with gaseous pollutants, Blueair recommends Blueair HEPASilent with a Smokestop filter, which uses 2-4 lbs of activated carbon to remove tobacco smoke, odours and harmful VOCs.

continued...

Non-technological solutions

Air purifiers are one way to combat poor office air quality. Another option, says Kenneth Freeman, head of innovation at office plant and landscaping services provider Ambius UK, is to use plants.

"In addition to their aesthetic value, plants in the workplace can bring many other benefits for employees, not least an improvement in air quality. Dust, for example, is a common problem in offices and can be difficult to control in quieter locations that are used less regularly. According to research carried out in the US, plants attract more than their fair share of dust, helping to provide an element of natural ventilation which may otherwise be absent. The study found that particulate levels (including airborne spores) can be reduced by as much as 20%



in some situations, which can both reduce the use of expensive air cleaners and help to improve indoor air quality.

"Aside from dust, the reduction of carbon dioxide (CO₂) is another benefit of having plant life in the workplace. As a rule of thumb, the plants which are most effective at doing this in the office are those that actively photosynthesise – converting CO₂ into oxygen as efficiently as possible by closely matching to their host environment. In light environments, Ficus Trees (*Ficus benjamina*) are usually the most effective, while in darker environments, plants commonly known as peace lilies (*Spathiphyllum wallisii*) are the best option." www.ambius.co.uk

...continued

Fellowes air purifiers also use carbon filtration, combined with True HEPA filters (with anti-microbial treatment) and PlasmaTrue Ionisation, which electrically charges airborne particles for more efficient filtration.



Clear results

As to whether air purifiers actually work, Rittri answers with an unambiguous 'yes', at least for Blueair products.

"The indoor air purification industry is fraught with exaggerated claims. At Blueair, we believe we distinguish ourselves from much of the competition by designing and engineering air purifiers and filters that actually work in delivering cleaner, healthier air. The

performance of all Blueair purifiers has been independently verified by the Association of Home Appliance Manufacturers (AHAM) and its Clean Air Delivery Rate (CADR) program," he said.

In addition, a comparative test of 22 air purifiers by the Shanghai Consumer Rights Protection Commission in 2013 found that the Blueair 503 was unmatched in removing both PM2.5 particles and formaldehyde from the air.

Fellowes submits its products for third party testing, too. The AAFA (Asthma and Allergy Foundation of America) has certified the Fellowes AeraMax Pro as Asthma and Allergy Friendly and, following independent tests, the Airmid Healthgroup stated: "The Fellowes AeraMax Pro has been shown to remove 99.99% of airborne viruses within 35 minutes of operation".

Future trends

The latest air purifiers exploit the Internet of Things (IoT) to offer even better performance.

The WiFi-enabled Blueair Sense+ air purifier can be used with an



The latest air purifiers exploit the Internet of Things (IoT) to offer even better performance.

Aware sensor that detects and reports indoor pollution levels, humidity and temperature. Using the Blueair Friend app for iOS and Android devices, users can monitor air quality remotely and turn the air purifier on or off and adjust fan speed.

Meanwhile, Fellowes has developed patent-pending EnviroSmart Technology for its AeraMax Professional air purifiers. Intelligent sensors constantly monitor air quality and room occupancy (by sound and motion) and automatically adjust fan speed accordingly.

Organisations of all sizes are starting to pay more attention to the health and well-being of employees. Acquiring air purifiers to clean the air they breathe seems like a very good starting point.

Businessinfo APP UPDATE

New apps for business and leisure

Worldwide success for Nuco app

UK stationery brand Nuco International is celebrating the worldwide success of its Nu Notes app, which allows Apple device users to capture, store and organise handwritten notes and doodles. In its first month, the app was downloaded over 15,000 times in 35 countries and reached #45 in the Apple UK rankings of top Utilities apps. The app allows customers to scan, save and share handwritten notes within a 'bookshelf' of virtual Nu notebooks. Users can highlight sections, add images and share notes via email, social media, iMessage and Dropbox.

www.nuco-international.com

Discover business apps

The Mobile Business Alliance, founded by Cortado Mobile Solutions and 10 app developers, has launched an app marketplace specifically for business. The Business App Market enables companies to search for and download useful business apps, without having to trawl through thousands of consumer solutions.

www.businessappmarket.com



Driver information

Fleetmatics, a provider of software-as-a-service (SaaS) mobile workforce solutions, has launched the Fleetmatics REVEAL Field app. The new enhancement to the Fleetmatics REVEAL platform improves communications between dispatchers, managers and drivers by delivering important information, such as directions and performance metrics, directly to a driver's mobile device. The Fleetmatics REVEAL Field app is available for free from Google Play or the App Store.

www.fleetmatics.co.uk

Child locator device

The Child Angel is a wearable locator device and app that enables parents to give their children the freedom they crave without the worry. The wearable device uses machine-to-machine (M2M) and embedded processor technology from Arkessa and Intel to deliver accurate location readings to a smartphone app. Parents can use the app to view their



child's movements and will automatically receive an alert if the strap is undone.

www.child-angel.com

Happy and productive staff

We Thrive is a new online assessment and coaching tool for HR and line managers. It is designed to improve staff development and retention by measuring how happy employees are and identifying any problems at work that could impede performance. Nominated managers receive a summary of each online questionnaire completed by staff members, with an action plan setting out areas of concern and any changes to training, processes and practices that might be required to help an individual meet their goals. Staff also have the option to say, in anonymity, what they really feel about their employer, giving line managers and HR teams valuable insight into areas that could be improved. We Thrive offers a free 30-day trial for up to 10 staff.

wethrive.net

Epson backs European Growth Plan with €50 million investment

- Strategic shift from consumer to business inkjet printers continues
- Investment will strengthen European sales capabilities and increase workforce by 10%
- Company chasing €38 billion* European market for business inkjet printers

Epson, a global innovation leader in printing, visual communications, manufacturing and quality of life solutions for the office, home, commerce and industry, has announced that it will invest €50 million in Europe over the next two years to drive its growth in the region.

Reinforcing Epson's commitment to Europe and the region's importance in the company's ongoing strategic shift from consumer to business markets, Senior Vice President of Epson Europe Rob Clark said that the new investment will focus on infrastructure, information technology and marketing, and that the company will increase its regional workforce by 10%.

"Global investments in key regions such as Europe, the Middle East and Africa will continue to be necessary to enable the company to sustain growth in business markets over the medium to long-term," explained Clark. "Particular emphasis in this round of investment will be placed on enhancing our competitive participation in Germany, Spain and the United Kingdom, including the opening of new offices in Berlin, Munich, Lisbon and Madrid."

At the heart of Epson's drive for growth in European business is the WorkForce Pro RIPS, a series of business inkjet printers that make use of a Replaceable Ink Pack System (RIPS). The pack contains enough ink to print up to 75,000 pages, meaning businesses can print continuously for an average of three years without needing to change consumables. The range is designed for workgroups, but are available as part of

a managed print service plan. This means they offer businesses the predictable cost of printing associated with a centralised print model, but with the user and productivity benefits of a distributed printer fleet model.

WorkForce Pro RIPS significantly lowers the environmental burden of logistics and recycling of toners, photoconductors, drums and packaging often associated with competitive laser printers. This can help companies meet their environmental targets and eliminates the need to manage complicated collection and recycling programmes. Furthermore, the printers deliver up to 80% lower energy consumption offering businesses a more environmentally friendly option than traditional laser models.

Industry research firm IDC has reported that business inkjet printing represents a €38 billion* market

opportunity in Europe, and that 1 in 4 printers (2.2 million units) sold into office environments in 2014 were based on business inkjet technology.

According to Clark, the selection and deployment of new generations of high speed, energy-efficient business inkjet printers looks set to increase in Europe over the next five to ten years, particularly in large corporations and across sectors such as retail, healthcare, education and public administration.

"Business inkjet printing is the big growth opportunity for Epson in Europe," said Clark. "Building on the multi-million euro business we have already built, this new investment will help us to get even closer to our customers and strengthen our relationships with channel partners."

Earlier this year, Epson announced its UK distribution channel for its WorkForce Pro RIPS (Replaceable Ink Pack System) range of business inkjet printers. RIPS is available from a network of twenty six carefully selected managed print service providers throughout the UK. These include ASL, Bytek Ltd, Contrac, Sapphire Print Solutions and Scan DB.

Each partner will be well-supported by Epson with full access to service training and spare parts. Mark Allen, reseller product manager, Business Imaging at Epson UK, says: "We have spent some time making absolutely sure we have just the right mix of partners. They are all well established in the managed print industry and combine a blend of product knowledge, market experience, sales support and training to ensure that our customers receive the very best levels of service possible."

For further information please call: 0844 409 8010 or visit www.epson.co.uk

At the heart of Epson's drive for growth in European business is the WorkForce Pro RIPS.



Sit up, stand up

What are the key trends in office design today? *Business Info* asks the experts, starting with Jorgen Josefsson, managing director of SB Seating

Not long ago, when every employee had a designated desk and a clearly defined role, office seating was selected on the basis of the employee's seniority and the specific task they had to perform. Today, with shared workspaces, hot desking and more fluid, collaborative workstyles, seating is much less prescriptive – and much simpler.

The array of adjustable knobs and levers that so confused office workers in the '80s and '90s have given way to simpler, sleeker designs with seating mechanisms that automatically follow changes in posture, giving the sitter the benefit of constant support without the headache of never-ending manual re-adjustment.

This ease of use is essential in modern offices, especially those with hot desking and shared workstations, where users don't have the option to customise chair settings to their specific needs and then never change them.

Jorgen Josefsson, managing director of Scandinavian Business Seating (SB Seating), has mixed feelings about simplicity. Yes, it makes it easier to move between work areas. But, reduced adjustability might also impair comfort and therefore productivity.

One way around this, he suggests, is to specify the same types of desking and seating throughout an organisation



so that when employees hot desk they won't have to contend with unfamiliar adjustments. This gives companies scope to specify seats with a wider array of adjustments than just seat height.

However, he adds that this will not help in independent 'third' spaces used by employees when they are away from the office.

"If you have people coming into a totally unfamiliar area, then you need something that is simpler and more intuitive to work with," he said. "The key thing to remember is that you spend more time with seating than with any other piece of equipment in your working life, maybe your whole life! You're connected to it for a very long time."

Different settings

That said, the number of employees who spend all day at the same workstation (and in the same chair) is diminishing. Wireless technology and portable computing have freed office workers to move around the office and change their working environment according to the nature of the task they need to perform.

Facilities managers have supported mobility by introducing a variety of different work settings, from quiet rooms to breakout areas for social interaction.

Such areas are furnished with a greater variety of seating, but Josefsson stresses that it is important not to lose sight of the fact that people will still be doing work in them.

"Now we can work pretty much anywhere – from home, in a different shared space, in a canteen – and that's brought into play many different types of furniture: soft seating, canteen products and higher stools. It's important that we don't forget there are people working in these spaces and they need to be comfortable and they need to be able to perform their tasks to a high standard. Otherwise, we might end up back where we started with people sitting at the kitchen table for hours and hours and ending up with severe back problems," he said.

Seating manufacturers have responded to this need by developing flexible, multi-functional seating that can be used at a desk for concentrated work and in collaborative environments.



Sit-stand working

It is not only where we work that is changing, but how we work. One of the big innovations here is sit-stand working – long talked about, but finally having an impact in UK workplaces. Height adjustable desks that let people work in a sitting or standing position, and move between the two at will, offer much needed variety and change of posture to people who don't have varied work tasks and spend all day at the same desk.

"Sit-stand desks have existed in the UK for well over 20 years, but this time around there seems to be more momentum," explained Josefsson.

"A lot of people talk about how sitting is killing you and you should stand, but, of course, standing is no better, if that's all you do. The key is to have variation, with an adjustable desk and an adjustable chair. In Scandinavia, nobody buys a fixed desk and they haven't done so for the last 10 years. A sit-stand desk gives variation – you can sit, stand or perch. One of the products we have – and one of the only ones on the market suitable for this style of working – is the HAG Capisco. If you just give someone a sit-stand desk and keep the same chair, you're not really doing any good. You need flexibility and variation in both products."

continued...



Design talk

Three designers share their thoughts on key trends in office design

Gordon Byrne, *creative designer,*

The Interiors Group

"With office desks, there is a trend towards rounded desk edges and trestle-like structures, making workstations look more like tables – a little more 'Scandinavian', you might say. This look is being given added impetus by the popularity of white structures and felt fabric screens.

"Although the trend can be attributed to Vitra's game-changing 'Joyn system' by the Bouroullec brothers, overall we are not seeing a move to benches, but rather a work environment being shaped by flexible team gathering. Workstations have smaller footprints to make space for open 'reception' or events spaces, and, most recently, there has been a blend in the function of meeting/hideaway acoustic pods with the addition of both chairs and desks.

"There have also been developments in Desktop Technology, with USB ports as important now as 3 pin sockets above desk level, and wireless charging points now frequently offered as furniture options."

www.interiorsgroup.co.uk

Steve Bays, *Managing Director and Head of Product Design,*

Century Office

"Traditionally, office seating has been designed to support us while we sit for long periods at our desks. Current trends are responding to calls for us all to be more aware of the damage caused by being so sedentary. Some office chairs now offer a combination of both active (dynamic) and supportive (static) seating to enable different kinds of movement at our desks, thus strengthening the muscles in our back and core, as well as relieving the load on our joints.

"The static function of a chair will hold your back, seat and arms in one position, providing support for short periods of time. Operating the active seating elements will enable different types of movement, including forwards and backwards and side to side. Such a dynamic, ergonomic sitting position is believed to lead to improved posture, core stability and circulation.

"Another recent development is the emphasis on multi-functional working spaces; areas that can be used for more than one purpose throughout the day. An example of this would be making a soft seating breakout area flexible enough to be used for hot-desk style working for visitors and staff. Standard sofas will generally be too low, but the introduction of soft seating at office chair height will resolve this issue and improve ergonomics."

www.century-office.co.uk



Paul Rogers, *Business Development Director,*

Rhubarb Solutions.

"The current trend and buzz-word in the world of furniture is 'well-being'. Humans are social creatures; we like to share ideas, discuss and collaborate in order to achieve positive outcomes. In order to support our innate social behaviour we need the correct furniture and multi-functional space.

"Break out space can be seen as a designer's paradise, where colours, shape and form sometimes overrule function. Nevertheless, good design and furniture can transform a workspace with positive results for a business and users of the space. Staff start to feel valued, energetic and more inclined to share and collaborate on projects.

"While we are seeing businesses invest in new furniture to support collaboration and well-being, they are still in the minority. Which is why the recent trend of good supportive, ergonomic task seating is vital. Third space or break-out furniture paired with traditional task seating is a winning combination for employees who are increasingly using smartphones and tablets for quick emails, socialising or accessing documents over a quick catch-up. At Rhubarb Solutions, this type of seating has been our most popular range over the last twelve months."

www.rhubarbsolutions.co.uk



Hosted telephony is cost-saving award winner

by Tom Fellowes, Sales Director of Spitfire Network Services



We were delighted to have recently won the Best Hosted Platform category of the prestigious Comms National Awards for SIP Communicator™, our hosted telephony platform. This is the third year running SIP Communicator™ has won this Comms National Award and Spitfire was also Highly Commended for our Best Internet Service Provider entry.

If you haven't heard about hosted telephony, it is worth considering for any business because it has significant advantages over conventional on-premises phone systems. Hosted telephony requires minimal capital expenditure because billing is based on a monthly service charge which is tax deductible, whereas capital expenditure is only partially tax allowable. Consequently costs are estimated to be about 50 per cent less than a conventional on-premises phone system.

The cloud based SIP Communicator™



Tom Fellowes, sales director, Spitfire Network Services

hosted telephony service only requires SIP compatible handsets, making the service an extremely cost-effective solution for business start-ups and small businesses that are growing and anticipate moving premises or are spread over multiple sites. For larger enterprises hosted telephony is also an ideal solution. Larger businesses benefit from the disaster recovery potential of hosted telephony, because if it is not possible to operate from the normal premises, staff still have access to a hosted telephony service from another location.

In operation hosted IP phone services offer all the features and functionality of a conventional phone system such as extension dialling, call transfer, call

forwarding and so on, but have a number of additional benefits. The system can be configured via the internet, allowing change of feature set-ups as required, without incurring any engineering charges.

For the increasing number of organisations where individuals want to work remotely (usually at home), hosted IP phone systems provide the means of presenting a professional face to the outside world without the need for a dedicated business premises. Staff working remotely from home have full access to phone system functionality, just as if they were in the office. Hosted IP is also ideal for multisite operations such as retail branch networks because colleagues can call each other using abbreviated extension numbers and without incurring public network charges. They can also transfer external calls, forward calls to other extensions and so on.

The judges recognised that SIP Communicator™ has unique advantages over rival hosted telephony services. Because we are a business ISP, SIP Communicator™ is designed as an end-to-end service to guarantee Quality of Service (QoS), overcoming one of the biggest objections to moving to cloud based telephony.

The Comms National Awards are widely acknowledged as a benchmark of excellence within the telecoms industry and organised by Comms Dealer magazine. The Awards are judged by an independent panel of industry experts and Spitfire's winning and highly commended entries were chosen ahead of other finalists and many more entries that failed to make finalist status.



For more information call us on 0800 319 6262, or visit www.spitfire.co.uk

...continued



Changing aesthetics

Changing work styles are influencing aesthetics too, in people's choice of colour and in the style of chair.

"The UK is still quite conservative when it comes to colour choice, but with second and third space environments, companies, and specifically designers, are using colours in a much more playful way to create a relaxed and creative ambience. This is true even in companies that have traditionally been viewed as very conservative, such as financial institutions and legal firms. At lot of this is driven by tech companies like Google, Yahoo and Amazon that have set a trend for campus-style work environments," explained Josefsson.

More imaginative use of colour has gone hand in hand with a shift away from mesh seating materials towards foam and fabrics that offer sound absorbency – important in open plan environments – and more colour choice.

While aesthetic decisions are becoming more important as working styles change, Josefsson stresses the importance of not losing sight of the most important factor: "A chair is a business tool, and to perform at the top of your game, you need a good tool to work with."

www.sbseating.co.uk



No more shoulder-pads

Jonathan Hindle, Group Managing Director of KI EMEA, highlights the influence well-being is having on office design



After years of taking a back seat in favour of cost savings, companies are now investing in creative office planning with a focus on worker well-being, recognising it as an effective business improvement tool.

Seemingly triggered by the uber-trendy offices of the tech and media sectors, everyone from blue chips to government agencies are incorporating well-being into their workplace strategies. However, failure to properly understand well-being leads many companies to pursue cringe-worthy 'coolness', rather than a genuine attempt at creating happy, healthy and productive workplaces. Those who do address well-being adequately and appropriately have been able to combat absenteeism and staff attrition, boost productivity and improve employer branding – vital in the ongoing 'war for talent.'

Organisations must remember what's at the core of the well-being agenda: the need to 'humanise' the work environment. Furniture must be selected to create a diverse landscape, one which offers a variety of work settings so that people can choose the environment that best fits the task at hand and their preferred way of undertaking it. Whether driven by aesthetics or functionality, this furniture selection can have a big bearing on health and well-being.

■ **Workstations:** We are seeing our UniteSE and Work2 desks and bench systems specified with black legs and white surfaces to create the illusion of a 'floating' worktop, an effort to lighten the mood of a room. These systems are also being used to provide a variety of work settings suited to both individual and collaborative work. Height adjustability is

increasingly sought after to meet personal preferences, not just to accommodate wheelchair users and taller members of staff.

■ **Sit-stand:** These benches are increasingly being interspersed with a sit-stand capability using our ToggleSE desk and Work2 sit-stand programme. Meeting rooms, too, are being furnished with standing tables to encourage quick, productive gatherings, while simultaneously promoting good health.

■ **Collaborative areas:** Our Breakout system is being used to provide screening for third space drop-in work areas furnished with soft seating, creating new informal spaces for collaboration.

■ **Storage:** Agile and activity-based working and technology are coming together to revolutionise the types of storage required in today's offices. Space-efficient, secure lockers are taking the place of pedestals as the primary form of personal storage. Storage is also being used to divide space in open plan environments.

■ **Executive suites:** Senior executives, despite some initial resistance, are embracing flexible, dynamic and agile working in the open office landscape, foregoing the office furniture equivalent of shoulder pads – the '80s-style executive cellular suite.

■ **Homeworking:** the provision of a suitable chair, such as our Faveo 24/7 task seating range, is a vital component of any working environment, whether in an office or at home. The trend of providing ergonomic furniture for home working is also leading companies to supply, where possible, sit-stand desks. For these situations, we would recommend our Faveo perch-stool, which is ideal for sit-stand applications, or the Faveo 24/7 task chair.

www.kieurope.com



The Month in Numbers

8

Just 8% of employees take advantage of work-life balance programmes when offered them by employers. According to Britain's Healthiest Company, corporate work-life balance programmes are the most effective way to reduce stress at work, with 71% of employees who tried them saying they were of benefit.

41

Over two-fifths (41%) of organisations have seen an increase in reported mental health problems such as anxiety and depression over the last twelve months, according to the annual CIPD *Absence Management* survey produced in conjunction with Simplyhealth. This is the sixth consecutive year that levels have been over 40%.

71

Seven out of 10 (71%) engineering industry experts would feel uncomfortable transporting unaccompanied children in a driverless vehicle. (source: the Institute of Electrical and Electronics Engineers).



17% of home workers said their family resent having to set aside space in the home for an office



25.3

More than a quarter (25.3%) of UK electricity was generated by renewables in the second quarter of 2015, claims wind and marine energy trade body RenewableUK, based on statistics from The Department of Energy and Climate Change.

111

The smartphone's share of online video viewing has grown at a compound annual growth rate of 111% since the second quarter of 2012. Its share reached 44% in the second quarter of 2015 (source: Q2 2015 Global Video Index, Ooyala).

13.2

One in eight company board members (13.2%) regards employees as a 'necessary evil'. Research by leadership development company Morgan Redwood also reveals that 45.6% of board level executives agree that 'for everyone who leaves, someone as good or better comes through the door'.

37

Over a third (37%) of Britons hold down two or more jobs, claims money-saving website VoucherCodesPro.co.uk. Its survey shows people aged 35-45 are most likely to have more than one job (56% of respondents).

36

More than one third (36%) of home workers 'get lonely' and almost two thirds (65%) miss mixing with fellow professionals, new research by Regus shows. Over half (52%) need to schedule trips to avoid cabin fever. Home working can also cause problems with family members: 17% said their family resent having to set aside space in the home for an office; and 39% feel their family members take their work less seriously when they work from home.

52



This winter, Dominic Abruzzo, driver of the first Mr Sippy van, will be serving warming cups of Cadbury Drinking Chocolate with a choice of toppings. Over half of Brits (52%) wonder where ice cream men go in winter.

Workplace Stress

24%

... of non-exec employees working for SMEs feel stressed all or most of the time. This rises to 49% for bosses (senior business managers, MDs, CEOs and owners).

40%

... would tell their boss the truth if they were taking a sick day due to stress compared with 80% who would do so if they had flu or a bad back.

40%

... of SME non-execs cite workload as the main cause of their stress at work.

33%

... of SME bosses think stress or depression serious enough reasons for an employee to be absent from work.

21%

... of workers have personally experienced a mental health problem.

18%

... of SME bosses would worry about the ability of an employee diagnosed with a mental health issue to do their job.

Dr Mark Winwood, director of psychological services at AXA PPP healthcare, says:

"SMEs need to be on guard to spot the signs of mental ill health and actively address them. Many SMEs, by dint of their size and close way of working, are well placed to support their employees' psychological well-being. Building an open and honest workplace culture where information about mental ill health is freely communicated and discussed is a great way to begin. Training and supporting line managers to recognise and respond to employees affected by mental ill health will also help to give them the confidence to step in and offer their support where and when it is needed."

(source: AXA PPP, OnePoll survey, February 2015)



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