



# IT. With your business at the heart of the solution.

BemroseBooth provides specialist and secure print services which their customers rely on for successful value transactions. Through the innovative application of new technology and preferred supplier status with original equipment manufacturer (OEM) partners, they have developed market-leading positions in selected business areas such as Mass Transit, Car Parking, Secure Logistics, Security Products Retail and Security Products Telecom.

BemroseBooth have been a client of Orchid's for the past ten years. We were initially their IT product supplier where, over the years, we have been responsible for keeping their IT infrastructure up to date with warranties and carepacks. Orchid have always provided a next day product supply as IT is critical to the way BemroseBooth works as they work around the clock. In 2003, the growing business decided it needed external help with out of hours and on-site support.

Orchid initially provided weekend and evening telephone cover where an engineer would be despatched and on-site within two hours, should an emergency occur.

Due to the continued growth of BemroseBooth, Orchid have increased the level of IT support over the last two years so an engineer is based on-site at their Wayzgoose Drive site to cover user issues and their internal helpdesk. This is also backed up by a 2nd and 3rd line remote telephone and VPN support at Orchid's head office on Pride Park, which also supports two other BemroseBooth sites.

Another part of the support package is continued project management where Orchid work alongside the IT staff at BemroseBooth on projects including UPS installations, wireless networking and recently a VMWare solution.

"Technological advancement and reliable systems are the very life blood of the secure printing sector.

The technical know-how and dedication supplied by Orchid underpins the stability and success of BemroseBooth in an immensely competitive market.

BemroseBooth are proud to be partnered with Orchid for the support of our business."

Alan Morton  
IT Director  
**BemroseBooth**

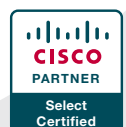


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2008  
**Preferred Partner**



**CASE STUDY**

**04**