



UKOS PLC had been attempting to win the office supplies business from McNicholas Construction for a number of years. In January 2013 we were given the opportunity to prove how good our service, flexibility and account management is and as a result we were awarded the business in October 2013.

UKOS PLC account management policy is to build professional business relationships with our customers and potential customers, and to avoid at all costs an approach which is displeasing. After maintaining contact in a professional manner for over 5 years UKOS PLC was aware that McNicholas was due to conduct a competitive tender exercise with a planned award date of 1st November 2013.

In January 2013 the account manager identified an aspect of the incumbent office supplies service delivery that was not entirely satisfactory. This was the process of supplying 'specials' which are items usually outside of the normal day to day office supplies product portfolio. They can often be painful and time consuming, requiring close management on both sides. However, specials are one of UKOS PLC's specialities. After a competitive pricing exercise in late January McNicholas gave us the opportunity to supply them with a bespoke special item. They were so delighted with the price and service received that we were given further opportunities to compete for additional products, all of which we won. We also achieved 100% customer satisfaction.

In July McNicholas conducted a project to supply bespoke boards to 22 of their sites. UKOS PLC was invited to bid for this business. After successfully competing on price we produced a number of bespoke samples to make sure the requirement was met fully. Again, UKOS PLC proved what excellent service we provide with 100% success from production to delivery.

In August 2013 McNicholas conducted a competitive tender exercise and in September UKOS PLC was delighted to be informed that we had been awarded the business. We created an implementation plan, which included integration with Tradex; the IT platform utilised by McNicholas for supplier trading. Our IT Director liaised directly with the relevant people within McNicholas and Tradex and the integration was conducted seamlessly.

Another important part of the implementation was the product selection workshop. UKOS PLC conducted this together with senior procurement staff at McNicholas. Various stationery items were examined to enable a direct comparison of proprietary branded products and UKOS own brand items. The aim of this was for the end users to purchase as many UKOS branded products as possible in order to keep costs to a minimum. Once the products were agreed the implementation continued, with bespoke requirements at certain sites identified to ensure a seamless transition from the incumbent.

On the 3rd of October UKOS PLC was asked by McNicholas if we could bring forward the planned go live to the following week... Our account management, customer service, logistics and company Directors pulled together to meet the deadline. Tradex was finalised, pricing was uploaded, bespoke requirements were communicated, data was input and bespoke print stock was produced, quality checked and put into stock. Our flexibility, professionalism, staff commitment and 'let's do it' attitude ensured that we met the deadline requested and achieved 100% success in our implementation, endorsed by the Senior Buyer at McNicholas.