



Workplace Technology & Office Furniture

We are becoming **agilico**^A
Workplace Technology

A scenic view of a river at dusk. In the foreground, a suspension bridge with blue metalwork spans the water. The bridge's lights are on, and their reflection is visible in the calm water. In the background, two churches are visible. On the left is a brick church with a tall, dark spire and two round windows. On the right is a larger, light-colored stone church with a very tall, pointed spire. The sky is a mix of purple, pink, and blue, with some wispy clouds. The overall mood is peaceful and serene.

Make work easy.

A new chapter for us and good news for you

It's been just over a year since we joined forces with Agilico and we're part of a family of UK businesses, each with the same customer-first philosophy and deep expertise in managed print services and workplace technology.

Now it's time for the next step – from 15th January 2024, we become Agilico.

Agilico is a name that reflects our group's shared mission to fully equip organisations like yours for success as you meet the new demands of rapid and continuous change.

Rest assured you'll still be at the heart of everything we do, and we remain very grateful for your business.

Yours,



Andy Aikman

Managing Director



Steven McLennan

Regional Director



What you can expect

Service excellence. Always.

We built our business and our reputation by putting you first and we'll never stop looking for ways to improve the service we deliver. Your feedback and suggestions really matter to us, so we'll be in touch regularly to learn how we can make your experience even better.

Local relationships and national reach

Your local account team will continue to work with you and will always be one of your primary points of contact. And when you do need to work with us further afield, the national reach of our group means we can deliver our services with quality and consistency throughout the UK.

Investment in innovation

Our Single Service Experience programme is an ongoing initiative that includes investment in technology and service improvement. We're on a mission to make our services easier to access, while streamlining our processes and increasing the resilience of our operations.

We can give you greater control and transparency over the services we provide with a personalised online service portal. If you're not already taking advantage of the portal, ask your account manager for details.

More choice

Across the group we have expertise in a wide range of systems and services. Our capabilities extend well beyond managed print, office furniture and space planning.

They now span other workplace technologies such as telecoms, accounts payable automation software, IT services and agile working capabilities.

We'll continue to secure the best deals on your behalf, and work with you to make sure you always have the right technology for the task at hand.

Helping you meet the challenge of change

Rapid and continuous change has become the defining characteristic of our time. We've identified some useful capabilities, like hosted VoIP telephony, automated invoice processing and document digitisation that can help your teams stay connected, responsive and productive no matter where they are.

We call this approach Business Agility 1-2-3 and if you'd like to know more, let your account manager know.



Important changes and when they happen

Our name and registration

Although our name is changing, **we will retain the same Scottish company registration number**, registered office address and VAT registration number. Our bank details will remain the same apart from our account name.

Your bills and invoices

You'll have already started to see the Agilico name and logo on your bills and invoices, from when we moved onto a new billing system earlier this year.

We'll write to your Finance team shortly with details of any changes to the billing and payments process, together with the actions they need to take, if any.

Your service documentation

The Agilico logo will start to appear in our physical and digital service documentation including customer support portals, training materials, logbooks starting in 2024.

If you're not already using our online support portal to raise support requests, order toner or request engineer visits, contact your account manager to arrange access.

If you have any questions or would like to clarify what any of this means for you, please contact your account manager.

What else will change

New email addresses

Our email communications to you will start coming from an agilico.co.uk address from 15 January 2024 onwards.

So keep an eye out for some names you recognise with an all-new domain.

How we answer the phone

In January, we'll also start answering your calls and contacting you as 'Agilico'. Don't worry if you forget and use our old name, we'll still be getting used to it too!

Our uniforms

We'll be kitting out our expert engineers and support teams with a new uniform.

Watch out for a familiar face with a snappy new look!





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www.agilico.co.uk/highland
