



Fresh ideas for Delice de France. A new approach to print management has allowed Delice de France to reduce costs, improve efficiency and rely on 24/7 service levels.



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About the client

Delice de France provides French bread, sweet bakery and hot food using the best ingredients, sharing a passion for food with its customers. The company has been leading the bakery business for over two decades.

Why did they need help?

With a Head Office and logistics based in West London and various businesses attached to Delice de France across the UK, the company was using various hardware and maintenance providers for office equipment with non-standard cost-per-page and maintenance options. They wanted to work with a company that could provide a service for all sites across the UK and under one maintenance agreement, with additional provisions added in to cope with the day-to-day and 24/7 logistics operations.

Choosing to work with BAC

Delice de France was already using KYOCERA products at its Head Office in Ireland and wanted to replicate this within the UK sites. They contacted KYOCERA, which recommended one of their approved partners – BAC - to talk to the company about managed print solutions.



Case study:

Delice De France

25 years of expertise



What did we do?

We conducted a print audit to include mono and colour volumes throughout all of the sites across the UK. We recommended higher volume machines to cope with growing business and gave a cost-effective cost-per-page, reducing running costs. We assigned a dedicated team of engineers to Delice de France, and designed a bespoke, fully inclusive agreement to include an out-of-hours service plan. We monitor the whole fleet via our sophisticated management software, eliminating the need for the client's IT department to worry about stock levels of toner, and ensuring we oversee the running costs across the business.

What do they say?

"We have been working with BAC since 2007. The BAC service level goes beyond our expectation. They completely understand our requirements and especially the importance of the service due to the 24/7 operation at a number of our sites. They always introduce us to new technology which can be beneficial for us."