

CUSTOMWORKS LTD

How a specialist manufacturer scaled
Production Printing and Communications to
support business growth.

Industry

Services

Manufacturing & Retail Supply

Managed Print & Telephony

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Workflo Solutions have supported us every step of the way as our business has grown. Their expertise in both production print and communications has streamlined our operations and ensured we have the right technology in place to deliver for our customers.

Mariette Spies, Finance Manager

Challenge

In 2015, Customworks required reliable support for office print devices that were underperforming and lacking adequate maintenance.

As the business expanded, particularly following the acquisition of Konica Minolta's production print operations in Scotland, the company required high-capacity production printing equipment to support increased output.

More recently, the organisation's operational growth also created the need to modernise communications systems to support staff and customer interactions more effectively.



Client Overview

Customworks Ltd is a family-run manufacturer and supplier of bespoke gifts, stationery, and tableware, serving museums, galleries, heritage attractions, and retailers across the UK and Europe.

Headquartered in Bo'ness, West Lothian, the company has built a strong reputation over more than 25 years for delivering high-quality, customised products.

Operating from its facility at Bowmans Industrial Estate, Customworks relies on efficient technology systems to support both office operations and large-scale production printing.

Solution

Workflo Solutions began supporting Customworks in 2015, providing maintenance and support for the company's office print devices.

As the partnership developed, Workflo continued to support the business with additional solutions aligned with its growth.

1

Managed Office Print Support

Workflo initially implemented managed support for two office multifunction devices, ensuring consistent performance and reliable maintenance.

2

High-Volume Production Printing

Following Workflo's acquisition of Konica Minolta's production print business in Scotland in 2021, Customworks expanded the partnership to include two high-volume production print devices supporting the majority of their media output.

3

Telephony Services Integration

In 2024, the partnership expanded further with the introduction of telephony services, consolidating both print and communications under one provider.

Results

Workflo's solutions have enabled Customworks to operate with reliable production printing and integrated communications infrastructure that supports continued business growth.

By consolidating services under a single provider, the company now benefits from simplified technology management and coordinated support.

The long-term partnership continues to ensure Customworks has scalable technology solutions that evolve alongside its operations.

- ⌚ Long-term technology partnership supporting business growth
- ⌚ High-capacity production printing, enabling large-scale media output
- ⌚ Simplified vendor management with print and telephony under one provider
- ⌚ Improved operational efficiency through reliable device support
- ⌚ Ongoing proactive maintenance and technology guidance

Why Manufacturing Businesses Choose Workflo?

Manufacturing businesses rely on reliable technology infrastructure to support production, communications, and operational workflows. Workflo supports manufacturers with an integrated suite of technology solutions spanning Cloud Infrastructure, Cybersecurity, AI-driven Business Automation, Managed IT, Document Management, and Managed Print; helping organisations operate more efficiently. Our experience supporting production environments and growing businesses allows us to deliver scalable technology that simplifies management and improves reliability. With Workflo as a partner, manufacturers gain trusted technology solutions that support both day-to-day operations and long-term growth.



Let's Talk!

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