

DONALDSON TIMBER & ENGINEERING GROUP

How a leading UK timber manufacturer streamlined print management across multiple subsidiaries with [Managed Print Services](#).

Industry

Timber Engineering & Manufacturing

Service

Managed Print

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Workflo Solutions has been a reliable partner in managing our print services for over a decade. Their proactive approach and tailored solutions have greatly supported our operations across multiple companies.

Ryan Nelson, IT Operations Manager

Challenge

As one of the UK's leading timber manufacturers, Donaldson Group experienced growing demand for reliable and scalable print infrastructure across its multiple subsidiaries.

Each business unit operated with its own print devices and contracts, creating inconsistencies in service, support and cost management across the organisation.

Managing separate print agreements also made it difficult to maintain standardisation, control print volumes and optimise operational efficiency.

The group required a trusted technology partner capable of delivering centralised print management, reliable device support and long-term cost control across all subsidiaries.



Client Overview

Established in 1860, the Donaldson Group is a long-standing family-owned timber engineering and manufacturing business with operations across the UK.

The Group operates through several specialist subsidiaries, including Donaldson Timber Engineering, James Donaldson Timber, MGM Timber, and Donaldson Timber Systems.

Together, these companies deliver high-quality timber products, construction solutions, and engineering services to customers across the construction industry.

With multiple companies operating under the same group structure, Donaldson required reliable and scalable technology solutions to support daily operations and maintain efficiency across its growing organisation.

Solution

Workflo Solutions began its partnership with Donaldson Group in 2009, initially installing a single multifunction printer at their head office in Markinch.

1

Centralised Print Management

Workflo implemented a Managed Print Service across the entire group, enabling centralised oversight of print fleets while ensuring consistent service levels across all companies.

2

Tailored Print Infrastructure

Each subsidiary received customised print solutions designed around their specific operational requirements, ensuring devices and workflows supported day-to-day business needs.

3

Proactive Service & Maintenance

Through ongoing monitoring, maintenance and rapid response support, Workflo ensures maximum device uptime and minimal disruption to operations.

Results

Workflo's Managed Print Services have enabled Donaldson Group to operate with a more efficient, reliable and cost-controlled print infrastructure across its multiple businesses.

By centralising print management and delivering tailored solutions for each subsidiary, Workflo has simplified operations while ensuring consistent service standards.

The long-standing partnership continues to support Donaldson Group's operations with scalable print solutions designed to evolve alongside the business.

- Consistent print services across all subsidiaries with standardised infrastructure.
- Improved operational efficiency by reducing internal management of print devices.
- Reduced downtime and faster support response through proactive maintenance.
- Long-term trusted partnership delivering reliable service since 2009.
- Lower print-related costs through optimised contracts, audits, and consultancy.

Why Manufacturing Businesses Choose Workflo?

Manufacturing and engineering organisations across the UK choose Workflo because we simplify complex technology environments across multiple sites and business units. Through an integrated suite of technology solutions spanning Cloud Infrastructure, Cybersecurity, AI-driven Business Automation, Managed IT, Document Management and Managed Print, we help businesses improve operational efficiency while maintaining secure and reliable systems. Our experience supporting multi-site organisations and group structures enables us to deliver scalable solutions that reduce administrative overhead and improve productivity.



Let's Talk!

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