



BPIF SPECIALIST SERVICES

TECHNICAL

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TECHNICAL

Our Technical Support options give your company highly specialised print specific support and provide experts from within the industry to work with you to achieve your goals.

COLOUR MANAGEMENT SUPPORT

The BPIF are on hand to support you in installing a colour management and workflow system that provides proven standards of optimum performance at each stage from the reception of data through to the final printed image, ensuring high quality for your customers.

By establishing and working to measurable and standardised procedures significant cost savings can be achieved, available press time can improve dramatically and re-prints due to quality significantly reduced and even eliminated.

Our Colour Management and Workflow Support Service can help your organisation:

- Save money
- Define optimal colour management and workflow processes
- Increase productivity
- Introduce measurable standards
- Provide a routine checking and adjustment system
- Reduce press downtime and the need for re-prints
- Help boost staff achievement and morale
- Achieve competitive advantage
- Institute 'best practice' procedures compliant with ISO 12647
- Work towards gaining the BPIF Colour Quality Management Certification

We can also provide a one-day Colour Diagnostic which provides a company with an overview of where they currently stand with colour management and suggestions for possible improvements.

DATA

IT SECURITY HEALTHCHECK

The IT Security Healthcheck offers a great snapshot of how secure your systems are and will give a good indication of any procedures or software that may need updating or changing within your organisation. If any issues are found we will advise you on how to resolve those issues within your environment.

You may find that you require more vigorous checks to be completed on certain aspects of your network or that you have insurer or auditor requirements that require full penetration testing of your systems and websites. Whilst such in-depth checks will not be included within the IT Security Healthcheck we are able to provide such testing as and when required. (See IT Penetration Testing on page 8).

What is involved:

A conference call to evaluate your current situation

- GDPR overview
- The current software you have in place
- How your staff and suppliers access your systems
- Scope the requirements for the check

Remote software check

- We check your server for security vulnerabilities
- We check a sample of up to 3 computers for security vulnerabilities
- A basic test of your firewall security

An advisory report

- This includes what has been found in the check
- Any recommendations you may need to consider for your organisation

GENERAL DATA PROTECTION REGULATION (GDPR)

The General Data Protection Regulation (GDPR) replaced the Data Protection Act 1998.

If you process personal data of any data subjects who live in the EU, you need to ensure you comply with this regulation. GDPR imposes some direct obligations on data controllers and processors that you will need to understand and build into your policies, procedures and contracts.

For some businesses, this may only mean a couple of minor tweaks in your processes. For others, a complete overhaul of data handling may be required. Penalties for non-compliance are significant with fines of up to €20 million or 4% of global annual turnover for the preceding financial year – whichever is the greater.

This legislation affects businesses of all sizes. SMEs are not immune, so be prepared and get compliant.

GDPR Gap Analysis

We offer an on-site Gap Analysis to assist with compliance, helping identify roles and responsibilities, throughout the whole business. Conducted by a qualified GDPR Practitioner, covering the 12 steps of GDPR readiness.

Areas covered include:

- GDPR overview
- Risk management
- Data mapping
- Roles and responsibilities
- Policies and procedures
- Privacy impact assessments
- IT security

Following the on-site review, a detailed progress report will highlight the issues to be addressed.

Bespoke GDPR Workshop

We offer a bespoke one day on-site workshop that can provide your team with an insight of 'what is GDPR?' This workshop can be adapted to your company's personal data needs.

Bespoke GDPR Support

We offer support and guidance with data processes and requirements.

CYBER ESSENTIALS

Cyber Essentials Scheme

Cyber security is an issue that affects businesses of all sizes and sectors; new Government statistics reveal half of UK businesses suffered a cyber-attack or security breach during 2017. With the growth of businesses' online presence and the use of cloud based systems, there is an increasing reason why you need to implement a cyber security policy within your organisation.

Although some businesses have at least the basic controls, little are aware they can be certified for having the full range of technical controls in place.

We can help make your business secure with certification with both the Cyber Essentials Scheme and IASME Governance.

Cyber Essentials is a Government backed cyber security certification scheme that sets out a good baseline of cyber security suitable for all businesses. When implemented correctly, you can prevent around 80% of cyber-attacks. Cyber Essentials helps you to guard against the most common cyber threats and demonstrate your commitment to cyber security. The Government wants every company in the UK to be certified by 2020.

IASME (Information Assurance for Small to Medium-sized Enterprises) is a governance standard that demonstrates a company's level of cyber security for a realistic cost. IASME demonstrates that you are taking good steps to properly protect information security and is an internationally recognised alternative to the ISO 27001 standard, for smaller businesses. General Data Protection Regulation (GDPR) readiness has now been included into this standard.

- ➔ Cyber Essentials, IASME Governance and GDPR Ready – managed
- ➔ Cyber Essentials, IASME Gold and GDPR Ready – fully managed
- ➔ Cyber Essentials PLUS – fully managed

All fully managed Cyber Essentials, Cyber Essentials PLUS and IASME Gold are moderated by IASME. IASME is one of the Cyber Essentials accreditation bodies appointed by the UK Government.

IT PENETRATION TESTING

What is IT Penetration Testing and why is it important that you have an annual test against your IT infrastructure?

IT Penetration Testing, also known as 'pen testing', is a test against a computer system, network and web application to find vulnerabilities that a potential attacker could exploit. The main objective of the test is to determine security weaknesses, and can also be used to test your organisation's security policy compliance, employee security awareness and your organisation's ability to identify and respond to security incidents.

During the test, the tester will use similar hacking methods an attacker would use to break into your system, which is known as White Hat Hacking.

We can offer a number of options to help you keep your organisation secure:

Monthly on-going penetration tests

These tests constantly check your systems for the latest threat and intruder info on internal systems or websites. This will help keep you secured against newly found threats.

Annual one-day penetration test on your system

The test will externally examine the security of the internet facing endpoints and highlight where flaws, if any, need to be addressed on these systems.

Annual Crest approved penetration test

Crest Approved testing uses a blend of methodologies taken from industry best practice standards such as the Open Source Security Testing Methodology Manual (OSSTMM), the Open Web Application Security Project (OWASP) and the Council of Registered Ethical Security Testers (CREST).

DISPUTE RESOLUTION AND EXPERT WITNESS

Commercial disputes are not uncommon. Mostly they are resolved by mutual negotiation between the parties, but not always. From time to time, intractable disputes arise in the printing and packaging industries. Usually these relate to print quality or problems with equipment or software – and they can be costly if the dispute has to be settled in court.

Finding yourself in the middle of a difficult dispute can seem like a printer's or packager's worst nightmare – which is why we provide a comprehensive Dispute Resolution Service. Our print and packaging specialists have extensive experience in providing a range of support, depending on the circumstances of the dispute. These include short reviews and reports, single party assessments, single joint expert reports, expert witness reports and facilitation. The BPIF also offers mediation if necessary.

All are designed to offer a quick resolution and avoid costly legal proceedings.

Key benefits:

- Offers an independent and reputable service
- Aims to avoid costly legal proceedings
- Provides experienced experts familiar with all printing production processes
- Offers a choice of types and levels of service to suit the dispute
- Aims to settle disputes quickly and cost effectively
- A complete range of services
- Short reviews and reports – providing an expert view to enable a printer or packager, print buyer or supplier, to verify
- Single party assessments – offering a full assessment of the dispute, which may include on-site inspection of products
- Single joint party expert reports – enables a joint agreement between the parties to avoid court action
- Expert witness reports – intended for use in a court action
- Facilitation – involving setting up a meeting on neutral territory to enable the parties to discuss possible resolutions
- Mediation services are also available

DIGITAL BUSINESS DEVELOPMENT

Digital printing is the fastest growing and most active sector in the printing industry. Many companies are considering investing in, or have already purchased, digital print equipment either as a stand-alone investment or to complement existing litho equipment. However, making the most of the myriad of opportunities to develop new business can be more of a challenge for many printers.

Exploiting digital print markets by fully understanding their needs and potential can set you apart from the competition. It can also open up significant new revenue streams, leading to new growth and greater profitability. Sometimes, the investment in digital printing equipment is made with the sole intention of competing in the market for short-run colour work. But to only do this is to miss the other, more profitable market opportunities that digital print technology can unleash.

We recognise that entering new market niches, developing new products and skills and embracing new business models is not an easy task and so we have designed a support service to help.

MANAGEMENT INFORMATION SYSTEM (MIS) SUPPORT

How can you be sure your MIS investment is best suited to your business? How do you make sure that you can maximise the benefits from it to drive increased profitability?

Most printers use their MIS to automate administration, such as estimating, job bags etc. but few have realised the potential of the information contained to analyse and hence drive the business forward to greater profitability.

We can provide expert assistance and advice on your MIS investment decisions and on how to make the most from your MIS. An MIS can become the central 'knowledge bank' of the business as well as the repository of the company standards. Only by measuring sales and production activity can managers begin to take control of the business.

A project can also deliver an overall methodology for continuous review of your MIS and its use; to reduce costs and improve ways of working, to ensure that the business continues to drive maximum value out of its MIS investment.

What is involved:

- Optimise your costing systems
- Take MIS beyond estimating
- Streamline sales order processing
- Automate inventory control of raw materials and finished goods to minimise stock and Work In Progress (WIP)
- Cut costs through identifying and eliminating areas of wastage in process and materials
- Train your staff, customers and suppliers to deliver maximum impact from your system
- Measure customer service levels and raise standards
- Accurate calculation of cost rates
- Know where your profits and losses are made

Benefits:

- Correctly specify features and functionality needed to deliver your objectives
- Build a system to measure manufacturing efficiency
- Define the essential information managers need to manage
- Optimise efficiency of administrative processes to save costs
- Highlight areas for cost reduction and improved margins
- Improve customer and supplier relations
- Help manage the supplier selection process
- Install and implement the MIS, embedding its value throughout the organisation

WORKFLOW AND PRE-PRESS REVIEWS

The BPIF provides a pre-press and workflow review which identifies how your company currently operates and helps construct a strategy for the future.

Benefits:

This review could help you with the following:

- Pre-press and workflow processes in relation to present and future requirements
- The future strategy for design in relation to the company's present and future business
- The print policy in respect of processes
- Business development in respect of new revenue earning streams through the print process
- The strategy for marketing the business effectively to present and prospective customers

IN-PLANT DESIGN AND PRINT UNIT REVIEWS

Does your print unit need a thorough review?

Do you want to grow and develop your range of services and customers? Or is your design and print unit under threat, in danger of being outsourced to a facilities management service?

Do you need to make a business case for investment?

Our in-plant service is designed to thoroughly review and to help validate the effectiveness of an in-plant operation, so that organisations know how to harness and leverage the potential of their in-plant service and so are able to maximum its contribution and customer satisfaction levels.

Internal design and print resources are often seen as a cost burden rather than an essential, value-adding profit centre, making a positive contribution to an organisation's service level and development.

Without a clear and convincing business review that benchmarks performance and capability against other external options, an in-house print operation can be under continuous threat of outsourcing. Since outsourcing decisions are based on the assumption of inefficiencies within the existing system, a strategic review of an in-plant operation can help maximise productivity and deliver positive cost and service benefits to your organisation, as well as providing a framework for performance measurement and structured change in a competitive context.

Benefits:

Our in-plant review service can help:

- Define what an in-house print unit is really for and capable of
- Evolve a strategy that is realisable and profitable
- Provide best value service to the whole organisation
- Identify significant cost-savings
- Help to develop plans to expand existing services to meet future demands
- Establish key performance indicators and measurement tools
- Improve individual and team motivation and performance
- Analyse and improve the organisation's overall print buying process
- Increase productivity and reduce downtime
- Provide marketing direction and sales support
- Validate and increase print quality standards
- Shape a compelling investment plan



Contact BPIF Specialist Services to register your interest.
A BPIF Specialist will then contact you to discuss your needs.

TO GET STARTED PLEASE CONTACT

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