

**Manufacturer and supplier of specialised glass products**  
Adria Glass



# OPENING A WINDOW ON GREATER PRODUCTIVITY

**Company Name:** Adria Glass  
**Founded:** 1989  
**Location:** Barnsley, South Yorkshire  
**Services:** Manufacturer and supplier of specialised glass products  
**Website:** [www.adria-glass.co.uk](http://www.adria-glass.co.uk)  
**Products:** Canon MAXIFY series of business inkjet printers

## Overview

Adria Glass, the Yorkshire-based glass and glazing company has a constant supply of orders coming in, mainly by fax. To maintain productivity they needed a robust, cost-effective fax, scan and print solution that would enable them to streamline administration.

## Challenges

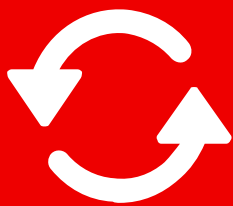
**Keeping the orders flowing with an efficient fax, scan and print solution.**

Their range of specialised glass is sold throughout Yorkshire and the UK, with sales varying from a single double-glazed window to 200-300 units.

With a constant stream of orders being faxed in day and night, staff at Adria Glass are busy with delivery notes and invoices to copy, in addition to all of the office administration.

**Canon**

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“An ‘all-in-one’  
technology.”

Adria Glass rely on a variety of printers, the specialist glass-making software they use for production is compatible with only a limited number of printers, which has its limitations.

There are currently two production printers in place: one that deals with delivery notes; with a second handling invoices, labels, and the specialist glass-cutting sheets output to the factory floor.

These production printers need to keep running to facilitate successful operations, but they have proved to be very unreliable.

“The latest one lasted just a year and has just had to be replaced,” says Wendy. “Work is regularly disrupted by paper jams.”

“They are also very expensive to run. Cartridges need replacing frequently – as well as print drums. When they are replaced it’s £70–£90 a time, with costs rising all the time.”

“Worst of all”, says Wendy, “there’s no warning when inks are running low.”

“One moment the printer is running, the next it has stopped, so it’s vital to have replacement cartridges available at all times, which adds to the expense.”



“I call them the little workhorses, because that’s what they are. They do faxing, photocopying, scanning, you name it.”

Wendy Padovan, co-founder,  
Adria Glass

**Canon**

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## Solution

Adria Glass have plans to move their production system to Canon printers, which are currently used for different areas of the administration.

"I call them the little workhorses, because that's what they are. They do faxing, photocopying, scanning, you name it."

Despite their versatility, each 'all-in-one' device is used at Adria Glass for a specific purpose. One is used as a standalone fax machine; a second for photocopying; and the third for general accounts and book-keeping.

Wendy has found that having this set-up in place is more efficient as it separates tasks that run on each printer, so that each device is readily accessible by the people that need to use them. In allocating the printers in this way, Wendy can be sure that fax orders aren't lost when someone uses the same machine for photocopying, and that invoice printing won't be delayed from having to wait for a batch of photocopies to run off.

Despite separating the printers for different tasks, Wendy sees the benefit and importance of having access to the flexibility of 'all-in-one' technology, as there's always a contingency in place should anything happen to the other devices.

For Adria Glass, faxing is central to day-to-day operations: for both outbound for ordering stock and inbound for the numerous orders they are sent by customers.



"Many of our suppliers are old school. They want to scribble an order down and fax it over rather than email. Having a standalone fax also frees the computer, which is used for entering orders and dealing with emails."

Wendy Padovan, co-founder,  
Adria Glass

## Achievements

The performance of Canon printers and the range of features they offer has made all the difference for Adria Glass.

The company, set up in 1989 by Wendy and her Croatian-born husband, takes its name from the Adriatic Coast where they first met.

The company has 17 staff, with four working on administration, who all need to use the Canon printers now in place.

"We're just a small firm and there are quite a few of us who use these machines so it was important to have something that was easy to install and run."

# Canon

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“You just can’t fault the Canon printers. The performance is brilliant. The machines do what they say, and do it well, which doesn’t happen with other printers.”

Wendy Padovan, co-founder,  
Adria Glass



The Canon solution is also cost-effective. Although the printers have different types of workloads, cartridges last a long time.

They also provide a warning when inks are running low and need replacing, giving time to order a replacement.

“You just can’t fault the Canon printers. The performance is brilliant. The machines do what they say, and do it well, which doesn’t happen with other printers.”



“Easy to install  
and run.”

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