



Case Study: Thorncliffe Building Supplies Ltd

Managed Print Services

Thorncliffe Building Supplies Ltd needed a reliable print solution provider that could simplify management, reduce downtime, and support their move towards more efficient, partially digital workflows.

Greendocs and Toshiba –
Delivering Reliable, Cost-
Effective Print Solutions Across
Multiple Sites.



With multiple sites and a large, busy sales operation, Thorncliffe relies heavily on efficient document workflows to keep daily business running smoothly.

Founded in 1987, Thorncliffe Building Supplies Ltd is one of the largest independent builders' merchants in North Wales and the North West of England.

The company supplies high-quality building materials, timber, steel, ground care and garden machinery, plumbing, heating products, and plant hire services, alongside a reliable waste management and skip hire operation.

Managing a mixed print estate

As Thorncliffe's operations expanded, managing a mixed fleet of printers and MFPs across multiple sites became increasingly difficult. Smaller counter printers were being maintained in-house, which placed an unnecessary burden on the IT department.

Frequent breakdowns, short printer lifespans, and unreliable performance were causing frustration and wasted time. Rob Manley, Information Technology Manager at Thorncliffe, explains:



“Before moving to Greendocs, our smaller printers were being fixed in-house — it became unmanageable. IT were constantly called to deal with printer issues, which wasn't a good use of time.”

Understanding the customers' requirements

Greendocs worked closely with Thorncliffe to fully assess their printing environment and recommend the right combination of Toshiba multifunction printers (MFPs) and desktop printers to suit each site's specific needs. The tailored solution included a mix of A4 desktop devices and A3 MFPs across seven sites. Toshiba's devices were selected for their robust reliability, ease of use, and advanced functionality. Rob continues: “Greendocs scoped out what would work best for us. They recommended Toshiba devices that were more fit for purpose — better machines that instantly improved quality and reliability. We no longer experience breakdowns, and everything just works.” Greendocs managed the entire installation process, preconfiguring devices before deployment. The rollout was seamless and completed with minimal disruption. “Installation was slick — all pre-set up. Just a few tweaks needed. It's been easy to manage ever since. The Toshiba devices are robust and reliable — no issues at all.”

Reliability for peace of mind

Since installing Toshiba devices across their sites, Thorncliffe Building Supplies has seen a significant reduction in printer-related issues, virtually eliminating the need for IT intervention. The robust and dependable Toshiba printers have delivered consistent performance, improving reliability and allowing the IT team to focus on more strategic tasks.

This reliability, combined with fewer breakdowns, reduced consumable orders, and better device utilisation, has led to clear time and cost savings. Staff have also found the Toshiba MFPs easy to use, with intuitive touchscreen functionality that simplifies daily workflows. According to Rob Manley, “The printers are now off my radar — I just don’t need to think about them anymore. Before, it was a constant headache. Now I have complete peace of mind and can focus on more valuable business tasks.”

In addition to the performance of the Toshiba devices, Thorncliffe has been particularly impressed by the partnership and service provided by Greendocs. Their local presence, quick response times, and hands-on support have been key to Thorncliffe’s satisfaction. As Rob notes, “They’re a local company, easy to deal with, always available, and genuinely care about what they do. If there’s ever an issue, they’re straight on it — even sending someone out if there’s a delay with an engineer. The service is excellent.”

A path for the future

Thorncliffe Building Supplies continues to modernise its operations, focusing on reducing paper usage and moving more processes online. “We’ve already moved deliveries in our skip area to handheld devices to remove paperwork,” explains Rob Manley. “Over the next 12–18 months, we’ll keep working towards doing more electronically.” Through its partnership with Greendocs and the deployment of Toshiba’s reliable print technology, Thorncliffe Building Supplies has transformed the way it manages print across multiple locations.

The company has simplified print management, significantly reduced IT workload, and achieved greater reliability and output quality across its entire estate. With fewer breakdowns, lower maintenance demands, and clear cost savings through device consolidation, Thorncliffe now benefits from a seamless, dependable print environment. Most importantly, the business has gained complete confidence in a trusted, long-term print partner committed to supporting its ongoing growth and efficiency.

As Thorncliffe looks to the future, their partnership with Greendocs remains a key part of that journey. The reliability of Toshiba’s print solutions, combined with Greendocs’ hands-on local support, has given the business complete confidence in its print infrastructure.

“I’ve already recommended Greendocs to other businesses — 100%, without a doubt. They’re a partner we trust completely and would happily endorse to anyone looking for a dependable, service-driven print provider.”

- Rob Manley, IT Manager

About Greendocs

From our offices, on North Wales Business Park, Greendocs provides local support and service to our customers

From product and solution guidance to after-sales support and service, our highly skilled team of responsive account managers, sales, and support team are here to help.

We aspire to provide a personalised service and recognise the importance of flexibility in today's business.

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