

Wednesday September 15, 2010

Dear Subscriber

Latest news from Butler Tanner & Dennis

Hello and welcome to the latest and long awaited edition of Expression.

It is over 6 months since my last newsletter and a lot has happened at Butler Tanner & Dennis since then. In no particular order we have:



- Appointed Sir Robin Miller as our new Chairman
- Been awarded a 4 year contract with the Ordnance Survey to print their maps
- Launched a Fine Arts Division
- Instigated a workflow review process to improve efficiencies with Vision in Print
- Purchased and installed a new paperback binding line
- Purchased and installed a new Management Information System
- Refurbished and upgraded our customer rooms and facilities
- Launched a Digital Services Division
- Upgraded our hardback book line
- Purchased and installed a new short run casemaking machine
- Invested in a new short run binding line
- Introduced an offer to do saddle stitching and mailing services
- Launched a Trade Services Division
- Established a North American sales office in New York City
- Signed a strategic alliance with a Chinese printer so that we can offer to manage Far East production for any customers
- Ordered a new digital print engine
- Merged our sales and customer services teams in order to offer our clients the highest standard of service

As you can see, the lack of Expression has not been because we have nothing to shout about but because so much has been going on we haven't had the time to shout about it!

You'll find more details on some of our new initiatives below, but I hope that you can see that as we enter our third year of trading, Butler Tanner & Dennis is driving forward with investments for the future.

Kevin Sarney
September 2010

New Chairman

On 16th August former HMV chairman, Sir Robin Miller, was officially appointed as chairman of Butler Tanner & Dennis. Miller was previously chief executive and chairman of EMAP and has held other positions including non-executive director of Channel 4 and non-executive chairman of music publisher Boosey & Hawkes.

Miller has taken over the role from Felix Dennis, owner of the printer, with immediate effect. Dennis added: "I am anxious to confirm that I will remain a director on the board of BT&D as well as retaining sole ownership. My enthusiasm for the company is undiminished. Each time I open a new book made by Butler Tanner & Dennis no matter where I am in the world, my mind travels to Frome and my thoughts to the men and women whose skill and determination have provided me

with the opportunity to invest in Britain's finest colour book printer."

Ordnance Survey Contract Awarded to BT&D

Butler Tanner & Dennis have been awarded a four year contract to print maps for the Ordnance Survey. This is probably one of – if not the – single biggest print contract awarded by the government in 2010 and is a great statement about the governments long term confidence in our company

The contract will in no way diminish our focus on our core business which is the printing and binding of colour books, brochures and periodicals. We have more than enough print capacity to handle the OS contract and once the ink is laid on the paper, the finishing processes are completely separate from those used in our core business. For Ordnance Survey to entrust us with such an important job is a great reflection on the work we are capable of producing, notably our ability to deliver the highest quality print.

Two Senior Managerial Appointments

In January of this year we announced the appointment of two senior appointments to our management team. Richard Bean joined as Strategic Sales Director from Dennis Publishing and Warwick Larkman has joined as Operations Director.

Richard's role is to head up the sales and customer service functions within the company. After seven years as International Director at Dennis, Richard describes his background as "developing Dennis' intellectual property around the globe to maximise revenues" and spent a considerable amount of time in India and China establishing joint ventures for Dennis. On his new role Richard says, "What we want to do is drive flexibility in to the process of manufacturing so that we can deliver the highest level of service offering to our customers".

Two major initiatives have spearheaded this drive. First, Butler Tanner & Dennis now have strategic alliances with two printers in China so that "we can offer our clients cheaper Far East print prices with BT&D handling the tricky task of liaising with foreign suppliers". Secondly the sales and customer services team have been merged so that there is a greater emphasis placed on meeting customers' needs.

Warwick Larkman has been appointed as Operations Director. With the integration of map production due to start in November, Warwick will take responsibility for the whole Frome operation developing new systems and enhancing the performance of the factory. He will also continue with the Vision in Print programme and digital book production.

The company's commitment to the digital side of the business is underlined by the investments already made in 2010. "We have recently ordered a digital print engine to increase our printing capabilities levels and a Kolbus short run casing line which allows us to produce small quantities at a highly competitive price without compromising on quality".

Fine Arts Division Launched

In January of this year, Butler Tanner & Dennis announced the launch of a Fine Arts Division. Working with designers, publishers, museums, country houses, art dealers and public galleries the team will produce work of the highest calibre.

The company recruited five highly-skilled Fine Arts printing specialists to service the new division. Bobby Abbott, Steve Rose, Alex Gumm, Justin Seviour and Richard Harris together bring nearly 100 years combined experience in this specialist sector of printing. The new team have an unrivalled understanding of the market place, which combined with Butler Tanner & Dennis' famed attention to detail, quality of printing and marked customer service, will deliver the very best service for clients.

Already the team have produced premium quality books and catalogues for Richard Green, Mallett, Annelly Juda, The Hayward Gallery, The Tate Modern and The Duke of Westminster.

Should you be interested in hearing more about the new division, please contact Bobby Abbott by clicking [here](#).

A "Goodbye"

At the end of June Paul Sherrin retired from Butler Tanner & Dennis after 45 – yes, forty-five – years service with the company.

When Paul joined BT&D on the 13th September 1965 – the same day that The Beatles released

their new single “Yesterday” – the world was quite literally black and white. Butler & Tanner did not purchase its first two-colour press until the following year.

Paul’s calm and diligent approach to his work coupled with his warm and friendly manner made him many many friends throughout the publishing and printing industries and his presence will be greatly missed.

It is impossible to thank Paul for all that he achieved at Butler Tanner & Dennis but we wish him and his wife Jenny all the very best for the future.

A “Hello”

Paul’s replacement in the Customer Services Team is Michael Thorne. Michael previously worked at Bath Press for 4 years working in invoicing and has been working within customer services for 30 years dealing with publishers and many blue chip companies. Michael is glad to be in the hot seat at Butler Tanner & Dennis Ltd, reunited with some of his previous customers.

And “Hello Again”

We’d also like to welcome back Laura Verncombe to BT&D. Laura returns after 9 months maternity leave in the role of Customer Services Coordinator. Laura left to go on maternity leave in August 2009 and on September 4th gave birth to Jack who weighed in at a very healthy 7lb on the nose.

In her new role Laura will work on Tuesdays, Wednesdays and Thursdays using her considerable experience (before joining BT&D Laura worked at Bath Press for 10 years), to look after all aspects of Client Services. This includes working both internally with the Account Execs and externally, with our Customers, ensuring all needs are met. Laura is enjoying being back at work, and keeping her finger in the pie of Account Management!

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We would be pleased to hear your comments on any aspect of the Expression newsletter and its content, as striving for continual improvement is a key philosophy at all levels throughout our organisation. Please contact lmuir@butlertanneranddennis.com

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