

# company profile

# about US

With eight dedicated divisions and a passion for customer care, we provide a consolidated purchasing solution that saves our clients both time and money.

Our friendly and knowledgeable staff act as an extension to our customers' teams, offering a flexible service that caters for a wide range of business needs.

business supplies  
office interiors  
print & design  
promotional gifts  
workwear & ppe  
facilities supplies  
educational  
managed print



3 

BRANCHES

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Our offices are located in Merseyside, Cumbria and Cheshire.

8 

DIVISIONS

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Our industry experts provide specialist knowledge and advice across a range of services.

90+ 

TEAM MEMBERS

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We're one of the UK's largest independent business supplies providers.

15 

ACCOUNT MANAGERS

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Acting as a single point of contact for all your business requirements.



# have it your way

In a world where things are becoming increasingly standardised and automated, we feel it's important to retain the ability to be flexible and offer our customers a personal service.

Tell us what will make your life easier and we'll do what we can to make it happen, freeing up your day to focus on the more important things that grow your business.

## easy ordering

We offer a number of different ordering methods including telephone, email, live chat and via our online ordering portal. Place your orders between 8.30am - 6pm and receive your free delivery the very next working day.

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**We trade with local suppliers and we're delighted to have been a customer of Heatons since 2002, they provide an excellent service with regular deliveries and are competitive with their prices.**

**CRANSTONS**  
butcher + maker

## flexible invoicing and payment methods

Keeping track of your bills can be time-consuming and our aim is to take the problems out of payments for our customers. Whether it's by credit card, bank transfer or direct debit, we'll work with you to make sure your payment process is as smooth as possible. We also offer a range of flexible invoicing options. If you'd like to receive your invoices monthly, fortnightly or even weekly, let us know your preferred frequency and we'll do the rest.

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## friendly, helpful delivery service

Our deliveries are made when and where you want them. Our friendly drivers will get to know your staff and your business to ensure the right products make it to the right part of your building. Orders can be split and deliveries made to different departments, and all tracked with our easy-to-use POD signature system. If you need an order for a certain time, let us know and we'll rearrange our delivery schedule to help.

## dedicated account managers

It's our people who set us apart from the competition. Professional and personal, our dedicated account managers are there to help you whenever you need them. As an extension to your own team, your account manager will schedule regular review meetings, help with sourcing products, keep you updated with special offers and new services, as well as acting as a liaison between each of our dedicated departments.

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## bespoke reporting and budget control

We can work with you to create customised reports that can be periodically emailed to you or accessed in real-time via our online portal. You can keep track of your team's spending, restrict product ranges, implement budgets and set up an authorisation structure to minimise any unnecessary orders and allow you to stay in control of your purchasing.

# how we can help

Eliminate the need for multiple suppliers and find out how your business can save time and money with consolidated purchasing. Switching to Heaton's can transform the way you work with huge opportunity for significant savings.

By centralising your procurement and streamlining your supplier base you can reduce procurement and operating costs, whilst at the same time increasing your service and quality levels – it's win-win!

**one** supplier, **one** delivery,  
**one** point of contact, **one** payment.

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**We approached Heaton's and they've become so much more than a tail-end supplier, they've helped us with office refurb's, marketing and even uniforms. The service we receive is second to none and we wouldn't use anyone else.**

**BRISTAN GROUP**



## consolidate

Consolidate your supplier numbers.

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## reduce

Reduce your admin time on multiple orders, deliveries and invoices.

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## increase

Increase visibility and control of your expenditure.

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## manage

Manage and track your orders with our online dashboard.

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## monitor

Monitor your product usage across users, departments and branches.

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## lower

Lower your carbon footprint with our enviro-friendly products.

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## benefit

Benefit from improved customer service levels.

## improve

Improve your overall business efficiency for a more robust bottom line.

# you're in good company

Our customers mean the world to us. We've established a host of strong business relationships over the years and it's great to be chosen as a key supplier by so many successful companies.

Take a look at some of the well-known clients we work with across our range of divisions.





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**The best thing about Heaton's is not only how they are incredibly cost-effective having saved us thousands but they also deliver their service with such warmth and personality.**

 **English Lakes**  
Hotels Resorts & Venues



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**We're delighted to be working with Heaton's. They offer an extensive 'green' range of products at great prices, whilst not compromising on quality.**



# protecting our planet

We are committed to preserving and protecting our natural environment and aim to minimise the environmental impact on everything we do.

Holding both ISO: 9001 and ISO: 14001 accreditations, we strive to ensure the best environmental policies are implemented in all cases. We are always looking to challenge and, where possible, improve processes to achieve even greater efficiencies and reduce our ecological footprint.



3,000+  
PRODUCTS

In our catalogue carry  
a recognised eco label.



100%  
PAPER & TONERS

Recycled at each  
of our sites.



80%+  
UK  
MANUFACTURED  
PRODUCTS

Supporting the economy  
& helping the environment  
through less transportation.



68%  
ELECTRIC  
CARS

In our sales fleet,  
drastically reducing  
carbon emissions.



# charity Matters

We take our corporate social responsibility very seriously and we're making a commitment to drive consistent, positive change. We strongly believe in giving something back by contributing to the community, proudly supporting many local and national charities both financially and with our time. Through a range of fundraising activities and other wider initiatives we aim to make a difference.

# contact US

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