



Plastic Card  
Services®

[www.plasticcardservices.co.uk](http://www.plasticcardservices.co.uk)

[www.plasticcardhub.co.uk](http://www.plasticcardhub.co.uk)

## Introduction...

When Rob Nicholls and Tim Holt were made redundant back in 1993 as a result of the recession, they saw an opportunity in the plastic card market and decided to establish Plastic Card Services® (PCS). They opened for business from Rob's home in Wilmslow as the only employees and from that point forward have never looked back!



The company has gone from strength to strength and now operates from its own purpose-built manufacturing plant in Cheshire with the capacity to manufacture and process around 160 million plastic cards each year for clients across multiple markets including retail, finance, hotels, travel and leisure, and the public sector as well as providing a number of associated services.

## PCS in numbers...

Established

28

years ago

Grown from

2 – 50

employees

160

million

cards per year  
capacity

30,000

square foot  
manufacturing  
campus

£5.5

million turnover

## Our service...

- Culture of service.
- Expertise throughout all departments within the business unrivalled by our competitors.
- Dedicated account managers for all customers.
- ISO 9001, ISO 14001, ISO 27001 accredited.
- 99.8% accuracy rate.
- Members of the British Printing Industry Federation.
- Mifare Registered Partner assuring customers of genuine products.
- Members of the Genesis project operated by the Metropolitan Police to help combat fraud.

## Our people...

- Staff retention – 35% over 5 years, 10% over 10 years, 16% over 15 years
  - Not only does this help us attract and retain great talent, but it also allows us to offer our customers expertise unsurpassed in our field.
- Open door policy.
- Regular activities and incentives including birthday off, anniversary lunch, cycle to work scheme, social events and Employee of the month and year schemes.
- Training – both job specific including apprenticeships as we operate in a niche market, as well as general skills such as customer service.

Our employees are key, and without them we would be nowhere near as successful as we are, which is why we want each and every one of them to feel respected, valued and appreciated.



# Key areas of the business...

## Card manufacturing

- Waterless offset litho print
- Eco degradable PVC material available
- Svecia Screen press allows a huge range of specialist inks and finishes
- Full digital print production capabilities

## Card personalisation

- Atlantic Zeiser DoD, capable of personalising, encoding and attaching labels up to 30,000 cards per hour
- Thermal printing, embossing, encoding and barcoding

## Mailing fulfilment and stationery

- Match mounting, inserting into custom envelopes, and mailing completed packs directly to customers
- Lake Image and Kirk Rudy camera matching systems are used giving 100% accuracy
- Associated stationery including letterheads, application forms, card presentation packaging (sleeves, hangers, boxes), envelopes and inserts

## Data processing

- Our data department has over 20 years experience in the field and will be able to provide the most cost-effective solution
- Anything from a sequential number range, to barcode and magnetic stripe encoding can often be produced without the requirement to even supply us with any data

## Artwork and design

- Our design studio can create original artwork using a client brief, or accept press-ready files
- We use up-to-the minute equipment and operating systems

## Secure warehouse facility

- Offering a 'pick and pack' facility for the storage and issue of stock into production as required

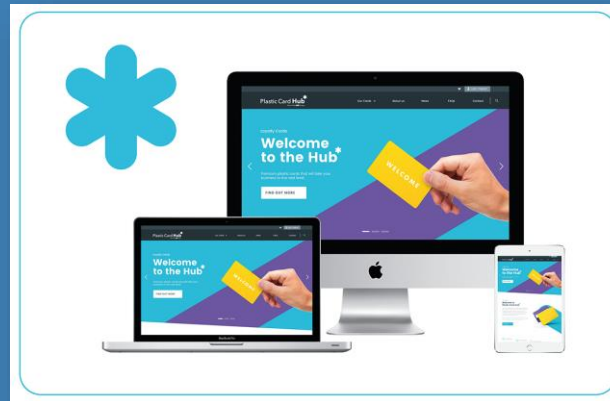
## UK based manufacturer...

- Based in the North West of England, our purpose built manufacturing campus spans 30,000 square foot and houses lithographic and digital production plants, a card bureau, secure warehousing as well as the office facilities.
- Offering all these services in-house allows us to have full control and flexibility over production schedules and means we can accommodate short lead times where necessary.
- Unlike some other manufacturers and brokers, we do not rely on imports from China, therefore as well as controlling the production schedule, we can guarantee all cards are produced to ISO standards.
- ISO accreditation – 9001, 14001 and 27001

# Innovation...

Typically, the plastic card market is relatively slow in terms of innovation. At PCS we strive to lead the way wherever possible, and as part of our over-arching business strategy we invest heavily in R&D.

- Card Shield & E-passport Shield.
- Video Card.



- The Hub – Totally unique award winning web to print e-commerce platform, price, design and buy online.
- With a string of awards and commendations ranging from innovation to business of the year, we are extremely proud of what we do. More recently we have been shortlisted for the Digital Engineering/technology category at the 2020 Made in the North West Awards.



## Technology for growth...

Careful consideration is always given when specifying our **production equipment**, choosing only the very best available within the **niche card industry**, enabling us to provide our customers with the finest possible product.

A comprehensive range of **software** is used throughout the business, from our print specialist CRM and MIS system, to Adobe creative and production scheduling programmes, as well as specialist card printing software such as Printshop Mail and Card Presso.



Plastic Card  
Services®

## Environmental...

At PCS we champion a **greener solution**, are **ISO 14001 accredited**, and endeavour to minimise our manufacturing impact on the environment and the people who work for us, whilst providing unique, top of the range card products to our clients.

As one of the first card manufacturers in Europe to use both **Eco degradable materials** and **waterless print** processes, we **actively encourage** our customers to 'buy eco' as part of their environmental policy and to meet consumer demands for more eco-friendly products. In 2019 we saw **25%** of our production output change from standard PVC to our Eco-Degradable option and have set a target to increase this to at least **50%** by the end of 2021.

All **plastic waste** is collected and sent off for **recycling** where it is granulated and turned into other products such as PVC windows. We also store and recycle all our paper/card, wood and metal waste throughout the business as standard.

## What our customers say...



Rod Mcleod, Head of Commercial UK at Cineworld “PCS were able to provide the technology that allowed Cineworld to achieve the refreshed packs and we are now working with them on a number of other projects we have in the pipeline.”



Kevin Dean at Npower “Plastic Card Services have been reliably managing the daily personalisation and mailing fulfilment of our payment card scheme for the past 7 years.”



Camille Maria Nielsen, Project Manager for the Coop member program “We are extremely happy with both the service and products we receive from Plastic Card Services. Their knowledge of plastic cards is second to none which was clearly demonstrated during the redesign phase of the scheme, and the speed and accuracy they produce our mailing packs to is exemplary.”